

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

COLLECTIONS SPECIALIST
CLASSIFICATION SERIES

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under ER 2.04, Wis. Adm. Code, for making classification decisions relative to present and future professional program support positions which spend the majority of time performing some of the State's most complex professional level collections activities. This classification specification will not specifically identify every eventuality or combination of duties and responsibilities of positions that currently exist, or those that result from changing programs emphasis in the future; rather, it is designed to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the "best fit" of the duties within the existing classification structure. The "best fit" is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns of representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

The positions in this classification series are professional positions located within a variety of state agencies which perform some of the most complex collections activities within the classified service which require: (1) on-going interaction with a variety of third parties (i.e., courts, estate representatives, other state agencies) in order to resolve collections disputes; (2) on-going personal contact with employers as well as negotiating and establishing payment schedules for delinquent penalties and interest required of employers covered under Wisconsin Worker's Compensation Law; or (3) collect Federal and institutional student loans and other delinquent/defaulted receivables subject to consumer laws, credit bureau laws, state and local procedures and Federal Regulations which did not respond to the normal collection methods.

C. Exclusions

Excluded from this classification series are the following types of positions.

1. Positions which meet the statutory definition of supervisor or management as defined in Wis. Stats. 111.81(19) and (13) as administered and interpreted by the Wisconsin Employment Relations Commission.

2. Positions which are, for a majority of the time, engaged in the collection of delinquent taxes within the Department of Revenue and are more appropriately classified as Revenue Agent.
3. Positions which are, for a majority of the time, engaged in the collection of personal and economic loans to Veterans, as described in Chapter 45, Wisconsin Statutes, and are more appropriately classified as Program Assistant.
4. Positions which, for a majority of the time, are involved in the collection of student loans and are more appropriately classified as Educational Loan Collector.
5. Positions which, for a majority of the time, are involved in the billing and collection of accounts for services provided or purchased under the uniform fee system within the Department of Health and Family Services, and are more appropriately classified as Financial Specialist.
6. Positions which, for a majority of the time, perform routine accounting, bookkeeping and auditing functions and are more appropriately classified as Financial Specialist.
7. Positions which, for a majority of the time, perform collection of unemployment benefits and are more appropriately classified as Unemployment Benefit Specialist.
8. Positions which, for a majority of the time, perform collection of delinquent employer unemployment contributions and are more appropriately classified as Unemployment Contribution Specialist.
9. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification Series

Employees enter positions at all levels within this classification series by competitive examination.

II. DEFINITIONS

COLLECTIONS SPECIALIST

Positions allocated to this classification perform, for a majority of the time, complex, professional level collections activities in state government which require frequent, on-going liaison with a variety of third parties (e.g., estate representatives, collections agencies, court representatives) and function as the collections program representative in administrative and/or court proceedings. Positions at this level may also be responsible for leading a unit of lower level clerical staff engaged in more routine collections activities.

Other positions allocated to this classification: (1) coordinate a unit of Collections Specialist positions performing complex collections activities which require on-going liaison with third parties (e.g., estate representatives, collections agencies, court representatives) and manages, with a staff attorney, cases requiring special action; or (2) collect delinquent penalties and interest, negotiate and establish payment plans through personal contact with employers subject to the Worker's Compensation law who do not respond to normal collection methods; or (3) collect Federal and/or institutional student loans and other

delinquent/defaulted receivables subject to consumer laws, credit bureau laws, state and local procedures and Federal Regulations which did not respond to the normal collection methods; perform lead/specialist loan collection and office investigative work; interpret and apply numerous Federal Regulations and are responsible for Small Claims suits, garnishment action, tax setoff action etc.

Representative Positions:

Department of Health and Family Services, Bureau of Health Care Financing: Reports to the Estate Recovery Program Unit Chief. Obtains and analyzes information that identifies estates to be probated and conducts all processes to verify and file a claim, follow-up and resolution/closure of case. Participates in program planning and policy setting, developing procedures, and coordinating estate claim processes to ensure Medicaid recovers the fullest amount practicable.

Department of Health and Family Services, Bureau of Health Care Financing: Reports to the Coordination of Benefits Unit Chief. Researches, develops, operates and improves Medicaid recipient interface actions between providers' Medicare and Medicaid files. Oversees Medicare data match where Medicare and Medicaid have paid for the same/overlapping services for the same recipient. Performs other miscellaneous duties related to cost containment (e.g., Medicare cost avoidance, Medicare disclaimer code monitoring, responding to appeals, etc.)

Department of Health and Family Services, Bureau of Health Care Financing: Reports to the Estate Recovery Program Unit Chief. Oversees large, complex cases in the Estate Recovery Program and leads coordination and oversight of the resolution and recovery of funds (i.e., outstanding liens, estate claims, and small sum estates), including review of staff handling of procedures in the processes. Provides oversight in the review and disposition of hardship waiver application cases by interpreting the rules and departmental policies which affect such waivers and determining outcomes/decisions. Provides paralegal assistance to the Estate Recovery Program Attorney for specific complex estate cases requiring special action required to meet probate law.

Department of Workforce Development: Reports to the Enforcement Section Chief. Collects delinquent Worker's Compensation penalties and interest through personal contacts with employers. Reviews employer's payment history to determine past practices, status, location and ownership. Defends and explains department determinations on coverage, successorship and delinquency assessments to debtors, attorneys and accountants. Negotiates and establishes payment plans. Collects payments through legal actions. Develops and maintains an automated collection system.

COLLECTIONS SPECIALIST SENIOR

Positions allocated to this classification are located within the Department of Workforce Development and serve as the primary liaison with a variety of third parties, such as, the Internal Revenue Service, the Department of Revenue, the Unemployment Insurance Division, the Department of Justice, U.S. Treasury Offset Program, the Division of Equal Rights, etc. Positions coordinate, negotiate and resolve issues between DWD-WC, with parties including businesses, financial institutions and other State and Federal agencies; makes determinations on the appropriate joint handling of specific cases and may analyze and prepare cases requiring complex case records and interpretive answers; determines the need for statutory and code changes; participates in developing and implementing new policies and procedures; determines the adequacy and feasibility of collection measures and methods; instructs staff and law enforcement officials on the proper handling of complex and controversial cases in bankruptcies, receivership and probate proceedings; and serves as the department expert on the most complex cases by advising the department attorneys and managers on collection issues, policies and procedures. This position's duties involve responsibility for the most complex cases and varied situations beyond the expertise of lower level staff. Some examples of most complex duties include the issuance and execution of warrants to seize

debtor's property, initiating and renewing levy action to seize debtor property held by third parties, and preparing garnishments, summons and complaints. This position performs computations of liability, releases liens in real estate transactions, and reviews complex statements of financial affairs and balance sheets for accounts involving insolvency proceedings. Work products receive general review for technical and programmatic accuracy and for compliance with the WC laws, agency and division policy and standards. The position allocated to this level performs advanced work under general supervision.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification series was created effective March 2, 1997 as a result of the Professional Program Support Personnel Management Survey and announced in Bulletin CC/SC-63 to describe positions which perform some of the state's most complex collections activities. Positions allocated to this classification were formerly classified as Administrative Assistant 3, 4 and 5. The series was modified effective June 7, 1998, and announced in Bulletin CC/SC-87, in order to eliminate the Collections Specialist 3 level, as the function is no longer performed in the Department of Workforce Development. This series was modified effective December 3, 2000, and announced in Bulletin CLR/SC-123 to create a Collections Specialist 3 level for a position located within the Department of Workforce Development. The series was modified effective September 9, 2001 and announced in Bulletin CLR/SC-133 to eliminate a representative position at the Collections Specialist 1 level and create an allocation at the Collections Specialist 2 level. The Collections Specialist 2 definition was modified effective April 6, 2003 and announced in Bulletin MRS-SC-148 to more accurately describe the duties performed by these positions.

This classification series was created effective May 18, 2003 and announced in Bulletin MRS-SC-158 as a result of the WPEC Broadbanding and Class Collapsing Study. The series was modified effective September 2, 2007 and announced in Bulletin OSER-0170-MRS/SC to include multiple positions at the Collections Specialist – Sr. level within the Department of Workforce Development.

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