

EMPLOYEE:

CLAIM #



# Job Analysis Form

ALTERNATE FORMAT AVAILABLE

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**JOB TITLE** Legal Financial Obligation Collector

**JOB CLASSIFICATION** Project Program Manager I

**DICTIONARY OF OCCUPATIONAL TITLES (DOT) NUMBER** 241.367-010

**DOT TITLE** Collector

**DEPARTMENT** Judicial Administration      **DIVISION** Finance and Information Services

**# OF POSITIONS IN THE DEPARTMENT WITH THIS JOB TITLE** 7

**CONTACT'S NAME & TITLE** Karen Lazzara, Cashier and Collections Supervisor

**CONTACT'S PHONE** 206-296-7835

**ADDRESS OF WORKSITE**

516 3<sup>rd</sup> Ave., Rm E609  
Seattle, WA 98104

**VRC NAME** Kyle Pletz

**DATE COMPLETED** 2/2/07

**VRC NAME** Jeff Casem

**DATE REVISED** 11/19/09

**WORK HOURS**

8:00am-5:00pm Monday through Friday, 40 hours per week.

**OVERTIME** (Note: Overtime requirements may change at the employer's discretion)

Required, on a very rare occasion in accordance with business demand.

**JOB DESCRIPTION**

Monitor, manage and conduct the collection of court ordered Legal Financial Obligations.

**ESSENTIAL ABILITIES FOR ALL KING COUNTY JOB CLASSIFICATIONS**

1. Ability to demonstrate predictable, reliable, and timely attendance.
2. Ability to follow written and verbal directions and to complete assigned tasks on schedule.
3. Ability to read, write & communicate in English and understand basic math.
4. Ability to learn from directions, observations, and mistakes, and apply procedures using good judgment.
5. Ability to work independently or part of a team; ability to interact appropriately with others.
6. Ability to work with supervision, receiving instructions/feedback, coaching/counseling and/or action/discipline.

**JOB SPECIFIC REQUIREMENTS**

Associate's degree in business administration, public administration, accounting or finance, with two years experience where conducting collections is the primary job function. Additional

experience may be substituted for the required education on a year for year basis. A bachelor's degree in a related field may be substituted for one year of the required experience. Experience as a collector with a government agency is highly desirable. Excellent demonstrated communication skills are required. Demonstrated ability to remain firm in dealing with people, yet maintaining a professional demeanor at all times is also required. Proven ability to write clear and concise reports, memoranda, directives and letters is also required. Experience and knowledge of legal justice system and local government administration is preferred. Proficiency in using a PC is required. No felony convictions within the last 7 years.

### **ESSENTIAL FUNCTIONS**

1. Monitor, manage and conduct the collection of court ordered Legal Financial Obligations.
2. Locating and maintaining contact with obligors; assessing obligor's ability to pay.
3. Counseling obligors on how to pay and advising obligors on the consequences for failure to pay.
4. Maintaining close interactions with Department of Corrections personnel, Superior Court Judges, staff from the Prosecuting Attorney's Office and other agencies as required.
5. Providing testimony regarding contacts with obligors and opinions on ability to pay.
6. Setting court hearings, or taking other collection actions such as tracking assets and executing on judgments, tracking employment or sources of income and effecting garnishments.
7. Working with computer systems to carry out collection activities.
8. Drafting correspondence.
9. Taking and responding to telephone calls.
10. Maintaining a professional demeanor at all times.
11. Preparing daily statistical analysis on collection results.
12. Performing other duties related to the collection efforts or as assigned.

### **OTHER TOOLS & EQUIPMENT USED**

Computer, phone, fax machine, printer, copy machine, files and documents.

### **PHYSICAL DEMANDS AS JOB IS TYPICALLY PERFORMED**

Continuously = occurs 66-100% of the time

Frequently = occurs 33-66% of the time

Occasionally = occurs 1-33% of the time

Rarely = may occur less than 1% of the time

Never = does not ever occur (such demands are not listed)

Highly Repetitive = Repeating the same motion every few seconds with little or no variation for more than two hours total per day.

### **This job is classified as**

Sedentary—exerting up to ten pounds of force occasionally and/or a negligible amount of force frequently. A sedentary job involves sitting most of the time.

**Standing**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted surfaces for up to 5 minutes at a time for up to 15 minutes total in a work shift. Most commonly occurs while using the copy machine or fax machine as well as using the postcard machine (once or twice a month).

**Walking**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally on flat carpeted surfaces for distances of up to 200 feet at a time for up to 1-2 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs while traversing within the office. On a rare occasion, approximately on a monthly basis, the employee may need to walk to the juvenile facility when the buses are too full. The walk takes as much as 20-25 minutes and includes steep hills.

**Sitting**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 7.5 hours total in a work shift. Most commonly occurs while talking on the phone, performing computer duties and reading documents.

**Climbing**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely to heights of up to 1 foot for up 1 minute at a time for up to 1-2 minutes total in a work shift. Most commonly occurs while using a step stool.

**Balancing**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely at heights of up to 1 foot for up 1 minute at a time for up to 1-2 minutes total in a work shift. Most commonly occurs while using a step stool.

**Bending neck up**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 5 minutes at a time for up to 30 minutes total in a work shift. Most commonly occurs while talking (while seated) to persons who are standing as well as when looking for items on upper shelves.

**Bending neck down**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently & Highly Repetitive for up to 15-20 minutes at a time for up to 3-4 hours total in a work shift. Most commonly occurs while reading, writing, reviewing documents and looking for files.

**Bending/Stooping**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely on flat carpeted surfaces for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while reaching for objects in lower drawers and on low shelves. The employee can alternate bending/stooping with kneeling or squatting in accordance with personal preference.

**Kneeling**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely on flat carpeted surfaces for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while reaching for objects in lower drawers and on low shelves. The employee can alternate kneeling with bending/stooping or squatting in accordance with personal preference.

**Squatting**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely on flat carpeted surfaces for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while reaching for objects in lower drawers and on low shelves. The employee can alternate squatting with kneeling or bending/stooping in accordance with personal preference.

**Reaching above shoulder height**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 5 seconds at a time for up to 5 minutes total in a work shift while reaching for objects on upper shelves and in upper cabinets.

**Reaching at waist to shoulder height**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently for up to 15-20 minutes at a time for up to 4 hours total in a work shift while typing and recording information.

**Reaching at knee to waist height**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while reaching for objects in lower drawers and on low shelves.

**Reaching at floor to knee height**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while reaching for objects in lower drawers and on low shelves.

**Lifting 1-10 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 1 minute at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 2-7 pounds while manipulating documents, postcards, ream of paper, books, binders and reference materials.

**Carrying 1-10 pounds**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for distances of up to 2 minutes at a time for up to 5 minutes total in a work shift. Most commonly occurs with weights of 2-7 pounds while transporting documents, postcards, ream of paper, books, binders and reference materials. On a rare occasion (approximately once a month) when walking to the juvenile facility, when the busses are full, the employee may have to carry documents (1-3 pounds) for up to 20-25 minutes. Employee can use a backpack to assist in carrying.

**Pushing and Pulling**

Health Care Provider initials if restricted \_\_\_\_\_

Rarely for up to 30 seconds at a time for up to 5 minutes total in a work shift. Most commonly occurs while opening and closing drawers and doors.

**Handling**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 1-2 minutes at a time for up to 15 minutes total in a work shift while using a stapler, manipulating postcards and manipulating multiple files or large documents.

**Operating Controls with Hands**

Health Care Provider initials if restricted \_\_\_\_\_

Occasionally for up to 20 seconds at a time for up to 1.5 hours total in a work shift while operating the computer mouse.

**Fingering**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently to Continuously & Highly Repetitive for up to 15 minutes at a time for up to 5 hours total in a work shift while typing, writing, manipulating documents and using the 10 key.

**Talking**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently & Highly Repetitive for up 5-20 minutes at a time for up to 4 hours total in a work shift while conversing with coworkers, obligors, representatives and defendants.

**Hearing**

Health Care Provider initials if restricted \_\_\_\_\_

Frequently & Highly Repetitive for up 5-20 minutes at a time for up to 4 hours total in a work shift while conversing with coworkers, obligors, representatives and defendants.

**Seeing**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while reviewing documents, using reference materials, reviewing files and recording information in to files as well as entering and retrieving information in computer database.

**Working with Heightened Awareness**

Health Care Provider initials if restricted \_\_\_\_\_

Continuously for up to 2.5 hours at a time for up to 7 hours total in a work shift while dealing with obligors and defendants both in person and on the telephone. Employee needs to identify clues in order to obtain resolution for financial obligations. The employee also needs to work with heightened awareness when meeting with obligors in person that may include potentially hostile or violent persons.

**ENVIRONMENTAL FACTORS**

Work is performed in an office at the juvenile justice facility. The employee may have to meet with defendants, obligors etc. in person, who may be potentially hostile, angry or violent.

**The noise level is**

HCP Initials if Restricted

Approximately 50 decibels. The noise is caused by general office sounds.

\_\_\_\_\_

**Work environment may include the following exposure(s):**

HCP Initials if Restricted

Outside weather: Occasionally

Odors: Occasionally to Frequently

Dusts: Occasionally

Working in high, exposed places

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

**POTENTIAL MODIFICATIONS TO JOB**

A cart is available to reduce carrying.

**SIGNATURES**

Signatures on this page are obtained before the document becomes available for use and are not required each time the document is reused. Obtained signatures are kept on file at King County Safety & Claims. The Health Care Provider signature section is separate and appears on the following page.

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Printed name & title of VRC evaluator

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Signature of VRC evaluator

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Date

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Printed name & title of contact

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Signature of contact

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Date

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Printed name & title of employee

---

Signature of employee

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Date

**HEALTH CARE PROVIDER SECTION**  
Check all that apply

- The employee is released to perform the described duties without restrictions on performance or work hours as of \_\_\_\_\_.
  
- The employee is released to perform the described duties on a reduced schedule as of \_\_\_\_\_. The recommended schedule is:  
\_\_\_\_\_  
 Temporary until \_\_\_\_\_       Permanent as of \_\_\_\_\_
  
- The employee is released to perform the described job with the following modifications:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
 Temporary until \_\_\_\_\_       Permanent as of \_\_\_\_\_
  
- The employee is not released to perform the described duties due to the following job functions:  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
 Temporary until \_\_\_\_\_       Permanent effective \_\_\_\_\_
  
- The employee is unable to work in any capacity.  
A release to work is:  anticipated by \_\_\_\_\_       Not expected

The limitations are due to the following objective medical findings:

\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_  
\_\_\_\_\_

Printed or typed name and phone number of Health Care Provider

\_\_\_\_\_  
Signature of Health Care Provider

\_\_\_\_\_  
Date