

**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 located within the Department of Children & Families, Department of Health Services or the Department of Workforce Development 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 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. Positions must meet the definition of professional as defined in s. 111.81(19), Wis. Stats.

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, 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 Services, and are more appropriately classified as Medical Claims Specialist.
4. Positions which, for a majority of the time, perform routine accounting, bookkeeping and auditing functions and are more appropriately classified as Financial Specialist.
5. Positions which, for a majority of the time, perform collection of unemployment benefits and are more appropriately classified as Unemployment Benefit Specialist.
6. Positions which, for a majority of the time, perform collection of delinquent employer unemployment contributions and are more appropriately classified as Unemployment Collections Specialist.
7. 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 competition. Movement to the Senior level is typically by competition, but may occur through reclassification on a case-by-case basis when it is clearly identified that the changes to the position occurred logically and gradually. Positions with leadworker duties will be filled by competition.

II. DEFINITIONS

COLLECTIONS SPECIALIST

Positions allocated to this classification perform, for a majority of the time, complex, professional level collection 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 work under general supervision.

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, injury assessments, 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 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.

Positions allocated to this level may also perform leadwork responsibilities over lower level clerical staff engaged in more routine collection activities. Leadwork involves a permanently assigned responsibility to train, assist, guide, instruct, assign and review the work of a group of lower level staff. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats.

Representative Positions:

Department of Children and Families, Bureau of Finance: Under the general supervision of the Collections Section Supervisor, this position is responsible for the collection of public assistance debt, including determining and initiating legal action. This position requires extensive knowledge of chapter 49 Wisconsin Statutes, legal precedent, lien priority law, execution and exemption law, Federal bankruptcy law and state insolvency law. This position is also responsible for the general maintenance of the Central Recoveries Enhanced System (CRES) and assists with collection reports and overpayments as they pertain to the collection methods implemented. Collection methods include liens, levies, compel actions and tax intercept collection. This position provides customer service, both verbal and written, to clients with benefit over-issuances.

Department of Health Services, Bureau of Fiscal Management: Reports to the Estate Recovery Program Section Chief. Obtains and analyzes information that identifies probated and non-probated estates and conducts all processes to verify and file a claim, follow-up and resolution/closure of case. Participates in program planning, policy setting, developing procedures, and coordinating claim processes to ensure Medicaid, Family Care, Community Options Program, and the Wisconsin Chronic Disease Program recovers the fullest amount practicable. Responsible for researching, developing, operating and improving the Wisconsin Funeral and Cemetery Aids Program (WFCAP).

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 level work under general supervision and serve as primary liaisons with a variety of third parties(e.g. the Internal Revenue Service, the Department of Revenue, Division of Hearings and Appeals, Food and Nutrition Service and Collection agencies, the Illinois Department of Social Services, the Office of the Commissioner of Insurance, the Department of Financial Institutions, the Unemployment Insurance Division, the Department of Justice, the Division of Equal Rights, etc.). Positions may coordinate, negotiate and resolve issues between DWD-WC, with parties including businesses, financial institutions and other State and Federal agencies; make determinations on the appropriate joint handling of specific cases and may analyze and prepare cases requiring complex case records and interpretive answers; determine the need for statutory and code changes; participate in

developing and implementing new policies and procedures; determine the adequacy and feasibility of collection measures and methods; instruct staff and law enforcement officials on the proper handling of complex and controversial cases in bankruptcies, receivership and probate proceedings; and serve 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. Complex duties may 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, preparing garnishments, summons and complaints, performing computations of liability, releasing liens in real estate transactions, and reviewing 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.

Positions allocated to this level may also perform leadwork responsibilities over lower level staff. Leadwork involves a permanently assigned responsibility to train, assist, guide, instruct, assign and review the work of a group of lower level staff. Leadworkers do not have supervisory authority as defined under s. 111.81(19), Wis. Stats.

Representative Positions:

Department of Children and Families, Bureau of Finance: This position is responsible for advanced collection activities for the section. This position requires ongoing interaction with a variety of third parties including local agencies, federal agencies and other state agencies in order to increase collections and resolve collection disputes. This position has on-going personal contact with clients as well as negotiating and establishing payment schedules for delinquent AFDC, W-2, JAL's, FoodShare, Child Care and Medical Assistance overpayments. This position has responsibility for the most complex cases and varied situations beyond the expertise of lower level staff. This position collects, analyzes and prepares collection reports from various collection methods utilized and reconciles all financial matters from all collection initiatives. This position functions as the Lead worker for the section. Work is performed under the general supervision of the Collections Section Chief.

Department of Health Services, Bureau of Fiscal Management: Reports to the Estate Recovery Program Unit Section 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. Obtains and analyzes information that identifies probated and non-probated estates 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 claim processes to ensure Medicaid, Family Care, Community Options Program and the Wisconsin Chronic Disease Program recovers the fullest amount practicable. Provides paralegal assistance to the Estate Recovery Program attorney for specific complex cases requiring special action required to meet administrative code, state and federal statutes. 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.

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.

The classification series was modified effective March 6, 2016 and announced in Bulletin DPM-0420-CC/SC to update/clarify the definition, specific representative positions, and progression language.

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