

Job Title: Collections Officer  
Department: Health & Human Services  
Classification: Grade 5  
Reports to: Fiscal Supervisor  
Supervises: No  
Normal Business Hours: Monday – Friday, 8:00 AM-4:30 PM  
Telecommute: By exception  
Union: Yes  
FTE Status: 1.0 Full Time Equivalent  
Last Reviewed: 12/2024

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**Nature of Work:**

The Collections Officer is responsible for collecting debts owed to Federal and State agencies and tracking the funds received. Responsible for assessing and calculating fees owed to Morrison County and pursuing recovery of funds as well as calculating fees. Maintains familiarity with statutes, policies, laws, and regulations and applies them appropriately.

**Communicates with:**

Internally – All HHS staff.

Externally – State/county/city entities and public.

**Supervision:**

N/A

**Essential Work Functions:**

- Sets up obligations for families with fee for service arrangements when a case is opened.
- Assists with a variety of billing processes including accounts payable and accounts receivable.
- Monitors payments made; ensures bills are sent to proper accounts; verifies accuracy; answers questions from the public.
- Makes client contact; interviews responsible persons owing money to the County to inform them of statutory requirements relating to collections and required county actions.
- Recommends action to receive payment, including garnishment, conciliation court, state tax intercepts, etc.
- Works with families in the foster care program, calculating fees and how to recover costs the county incurs through direct collection, income withholding or through civil litigation.
- Receives and reviews various reports, documents, and forms, including DHS printouts, Social Services referrals, Income Maintenance referrals, tax returns, pay stubs, various letters and forms, and satisfaction of judgment forms.
- Prepares letters and documents; files and copies forms, and documents; schedules appointments.
- Meets with families of deceased Medical Assistance clients and arranges for collection of assets in their estates, including filing documents and contacts with financial institutions.
- Attends hearings on claims, probate.
- Verifies all required information, explains guidelines and procedures, data privacy laws, and appeals processes.

**Other Work Functions**

- Performs related work as required.
- Aids in training new staff.

**Minimum Qualifications of Education and Experience:**

- Requires specialized training beyond High School, but less than an associate degree.
- One (1) year of relevant experience required.
- Ability to pass all position required background(s) and testing(s).

**Knowledge, Skills, and Abilities Required:**

- Valid MN driver's license
- Understanding of the organization's goals and objectives.
- Strong interpersonal skills.
- Good written, oral, and interpersonal communication skills.
- Highly self-motivated and directed.
- Strong organizational skills.
- Excellent attention to detail.
- Ability to effectively prioritize and execute tasks in a high-pressure environment.
- Able to work in a team-oriented, collaborative environment.

**Persons with disabilities:**

The above is a general listing of job duties. Essential and non-essential functions may vary by individual position. Reasonable accommodation may be available for both essential and non-essential job duties.

**Physical Demands and Work Environment:**

In compliance with Americans with Disabilities Act, the following represents the Physical and Environmental Demands:

<b>Exposed to:</b>	<b>24% or Less</b>	<b>25% - 49%</b>	<b>50%- 74%</b>	<b>75% or more</b>
Office environment				X
Sitting, standing			X	
Walking, reaching, pulling		X		
Typing/data entry			X	
Talking, hearing			X	
Close and distance vision		X		
Light (Under 10 pounds of force)		X		
Challenging or threatening behaviors		X		
Work with high detail/deadlines		X		

This document does not create an employment contract, implied or otherwise, other than an "at will" employment relationship. The Board of Commissioners, County Administrator and/or the Department Head retains the discretion to add duties or change the duties of this position at any time.

Morrison County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the County will provide reasonable accommodation to qualified individuals and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employee Name: \_\_\_\_\_

Employee Signature: \_\_\_\_\_ Date: \_\_\_\_\_