

Position: **Benchmark Job #132**

Ministry: Forests

Working Title: **Credit and Collections Officer**

Branch: Financial Services

Level: Range 21

Location: Kamloops Regional Office

NOC Code: 1435

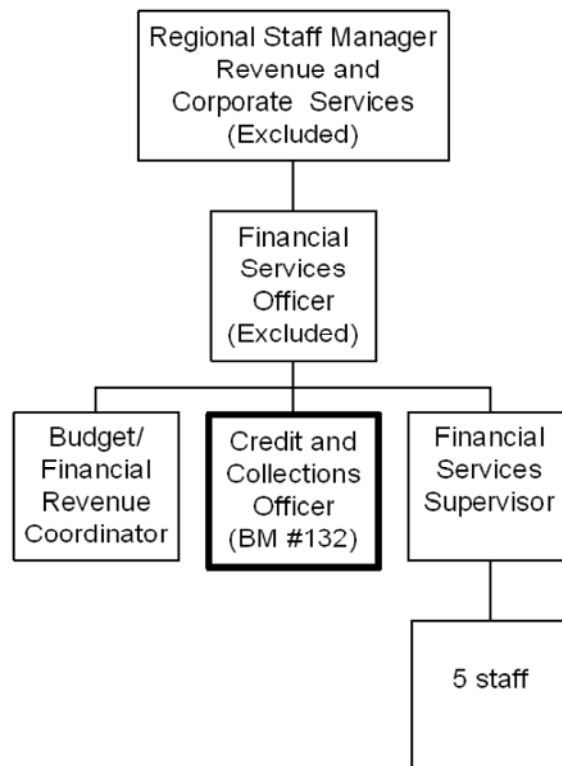
PRIMARY FUNCTION

To maximize the recovery of accounts due from Forest companies to the province under legislation such as the Forest Act, Forest Practices Code Act, Range Act and Land Titles Act.

JOB DUTIES AND TASKS

1. Assesses the risk to revenue, business and community viability to determine the most appropriate collection strategy
 - a. verifies accuracy of account information by checking government/commercial institutions' records
 - b. accesses confidential client information from Ministry computer systems
 - c. analyzes financial records and tax records, searching to uncover debtor assets to the interests of the province
 - d. analyzes the strength of companies including a licensee's proposal for financial restructuring to assess the risk to the business and community
 - e. searches and establishes the responsible liability holder
 - f. establishes order of priorities to claims against debtors' assets to determine province's position
 - g. monitors accounts, ensures payment, identifies potential problems such as extra-ordinary balances
 - h. pursues collection action such as sending letters, making calls, initiating legal action or recommending seizures of property
 - i. administers sale or seizure of property and establishes assets held by debtors
 - j. traces clients, receives/redirects returned mail and enters/ensures addresses are on database
 - k. acts as depositor for cheques
2. Negotiates, monitors and recommends for approval repayment plans with clients
 - a. identifies clients/issues, approves payment deferrals or negotiates payment plans and counsels debtors on plans
 - b. motivates licensees to repay and negotiates terms that can be accomplished by communicating with debtor clients and developing options for payment that are acceptable to all parties
 - c. arranges hearings with Regional Manager and District Manager
 - d. draws up agreements and obtains appropriate signatures
 - e. resolves complaints of excessive charges or account errors (i.e. cancels an invoice)
 - f. reviews, determines and initiates appropriate legal action given consequences such as business closures
 - g. maintains files on collection action taken, recommends seizure action and initiates set-off action for

- delinquent debtors by instructing finance staff to divert supplier payments to the debt
 - h. determines need to suspend contract/tenure, recommends action to District Manager and initiates suspension
 - i. initiates file for judgement, liens against property or assets and third party demands
 - j. files claims with trustees under the Bankruptcy Act and attends bankruptcy meetings of creditors
 - k. determines, initiates and follows through with Small Claims Court action
3. Performs other related duties
- a. determines justification for doubtful accounts, recommends write-off, prepares submission and forwards recommendations to headquarters
 - b. exchanges information with Ministry staff, MLAs, legal representatives, financial institutions, RCMP and other agencies regarding debtors' accounts while maintaining confidentiality
 - c. drives vehicle to attend district and industry meetings and to check inventories on-site
 - d. organizes, updates and maintains paper and computer collection files for accounts receivable



FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
1	<p>JOB KNOWLEDGE</p> <p>Understand the principles of accounting and financial management to interpret financial statements and determine the economic viability of forest companies to maximize dollar recovery of delinquent accounts.</p>	G	250
2	<p>MENTAL DEMANDS</p> <p>Judgement required to modify collections and data collection techniques and approaches to analyze the strength of companies and restructuring proposals to assess financial risks to the business, community and government assets and maximize the dollar recovery of accounts.</p>	G	200
3	<p>INTERPERSONAL COMMUNICATION SKILLS</p> <p>Persuasion required to use basic negotiation skills to negotiate repayment proposals often in hostile and contentious situations, with delinquent clients.</p>	D	45
4	<p>PHYSICAL COORDINATION AND DEXTERITY</p> <p>Moderate coordination and dexterity required to drive vehicle to check inventories on-site.</p>	C	15
5	<p>RESPONSIBILITY FOR WORK ASSIGNMENTS</p> <p>Guided by ministry collection's strategy and legislation, plans collection actions on accounts due, including analyzing the strength of companies and restructuring proposals and assessing financial risks to the business, community and government assets to maximize dollar recovery of delinquent accounts.</p>	F	160
6	<p>RESPONSIBILITY FOR FINANCIAL RESOURCES</p> <p>Considerable financial responsibility to recommend accounts for write-off.</p>	F	43

FACTOR	REASON FOR CLASSIFICATION	DEGREE	POINTS
7	<p>RESPONSIBILITY FOR PHYSICAL ASSETS/INFORMATION</p> <p>Considerable responsibility to control evidence collection processes to ensure quality of evidence meets standards of evidence for civil court proceedings.</p>	E	33
8	<p>RESPONSIBILITY FOR HUMAN RESOURCES</p> <p>Limited responsibility for human resources to provide informal orientation to the workplace to new employees.</p>	A	5
9	<p>RESPONSIBILITY FOR WELL BEING/SAFETY OF OTHERS</p> <p>Moderate care and attention for the well-being of others to ensure that the financial well-being of individuals is not negatively affected by negotiated repayment plans.</p>	C	15
10	<p>SENSORY EFFORT/MULTIPLE DEMANDS</p> <p>Focused attention to detail to frequently read financial documents.</p>	C	12
11	<p>PHYSICAL EFFORT</p> <p>Moderate physical effort to frequently focus visual attention on financial documents.</p>	C	12
12	<p>SURROUNDINGS</p> <p>Exposure to regular unpleasant dealings with angry or upset clients regarding collection action.</p>	B	4
13	<p>HAZARDS</p> <p>Limited exposure to hazards from regular driving to check inventories on-site.</p>	B	4

Total Points: 798

Level: Range 21