OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL

RETURNED CHECK COLLECTOR **Position Code: K7650**

DISTINGUISHING FEATURES OF THE CLASS

Under general direction, performs collection duties for returned checks in an assigned geographic area on behalf of the Secretary of State and the State of Illinois in accordance with Chapter 95 1/2 of the Illinois Vehicle Code, Section 3-821 (c). Completes necessary account status forms.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

1. Conducts assignments and investigations involving the collection of "bad checks". Locates bad check writer by contacting federal, state and municipal agencies, searches public records, neighbors; also contacts financial institutions on which bad checks are drawn in an attempt to locate writer to collect check amount and appropriate penalties in accordance with Chapter 95 1/2 of the Illinois Vehicle Code, Section 3-821 (c).

2. Purchases money orders within twenty-four hours for cash collections.

3. Prepares daily progress reports citing such information as the individual contacted, the amount of money collected and future meetings scheduled with the individual; prepares final reports on completed investigations; completes account status forms when unable to collect outstanding checks.

4. Informs Returned Check Section of collections over $75.00 daily to ensure stops that were placed on driving record in accordance with Chapter 95 1/2 of the Illinois Vehicle Code, Section 6-201 (3) are removed once payment has been received.

5. Completes necessary invoice vouchers for reimbursement of expenses.

6. Presents individuals with necessary paperwork to remove plates if payment is not received for "bad checks"; accounts for collections and license plates revoked.

7. Documents any serious disagreements or collections problems with customers.

8. Performs other related duties as required or assigned.

REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of two years of college and two years of clerical experience in a public or private organization involving the collection of monies.

Knowledge, Skills and Abilities

Requires working knowledge of various laws, rules and regulations and other legal opinions as applicable to the collection program.

Requires working knowledge of collection methods and techniques.

Requires ability to perform detailed work involving numerical and financial data and to make rapid and accurate arithmetic calculations manually or by machine.

Requires ability to prepare comprehensive written and oral reports.

Requires ability to conduct assignments and exercise good judgment and discretion in analyzing facts.

Requires ability to apply laws, rules and regulations appropriately to collection situations encountered on assignments.

Requires ability to travel, often keeping irregular hours in the conduction of collection activities.

Requires ability to maintain satisfactory working relationships.

Requires access to an automobile and possession of a valid Illinois drivers license for the operation of a motor vehicle and proof of insurance.

Approved by the Secretary of State Merit Commission - April 10, 1991

Effective - April 16, 1991

EXAMINATION INFORMATION

Tests and Weights:	Written Test, 100%
Knowledge Tested:	Arithmetic English Usage Reasoning Understanding Instructions
Length of Eligibility:	1 year