

Summary of Duties: Makes field collections of overdue library books, materials, and book fines; locates and investigates delinquent patrons; supervises various personnel engaged in such work; and does related work.

Distinguishing Features: A Field Collector works alone in the field and meets the public regularly to recover overdue library materials, books, and fines. The work of a Field Collector is assigned in terms of general goals and, by its nature, is not subject to close supervision. It requires considerable independent judgement in determining the proper course of action when confronted with unusual circumstances. An employee of this class is permitted some latitude in deciding whether extensions of time should be allowed for payment of fines or whether the fines should be dropped entirely. Although library services may be terminated for nonpayment of fines or overdue materials, a Field Collector must rely on persuasion and tact to maintain good public relations, yet impress patrons with the importance of meeting their civic and financial responsibilities.

An employee of this class may supervise other Field Collectors and clerical personnel and perform the more difficult and responsible duties of the class. A Field Collector may be responsible for recommending the proper method of resolving special or difficult problems.

The work of a Field Collector is distinguished from that of a Customer Field Representative in that the latter makes field collections of utility bills; inspects, services, and reads meters; and turns water and electric services on and off.

Examples of Duties: Collects overdue library books, materials, and fines or receives payments for damaged or lost books and property; arranges for payment of bills on account; grants extensions of time for payment; secures information necessary to trace customers who have moved; prepares reports of patrons contacted and accounts collected; investigates book dealers who are suspected of selling library materials; informs patrons of departmental policies, rules and procedures governing collection activities.

May check, assign, review, and observe the work of other Field Collectors and clerical personnel and instruct them in proper methods and practices; may answer questions and discuss collection problems with other Field Collectors and determine courses of action of unusual problems; may compile and originate regular recurring reports of the unit; may receive the collection of delinquent accounts and balance them with cash stubs; may deliver daily cash receipts to department's cashier; may review field activity reports for accuracy and adequacy and to determine efficiency of performance; may maintain forms and materials for office and field operations; may obtain computer printouts of delinquent accounts; may investigate and adjust

complaints made by patrons relative to actions of Field Collectors; may coordinate field activities with related functions of other departmental units; may assist the City Attorney in preparing court cases against delinquent patrons; may testify in court on department policies and procedures; and may occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A good knowledge of the methods used in locating, investigating, interviewing, and of acquiring information and evidence; a good knowledge of safety principles and practices; a working knowledge of the geography of the Los Angeles metropolitan area; a working knowledge of the laws and regulations related to equal employment opportunity and affirmative action; a working knowledge of appropriate laws and legal procedures involved in collection work; a general knowledge of memoranda of understanding as they apply to subordinate personnel; a general knowledge of City personnel rules, policies and procedures; a general knowledge of common office practices and procedures; the ability to learn Departmental rules and regulations, policies and procedures relating to the collection of delinquent accounts; the ability to perform routine arithmetic calculations rapidly and accurately; the ability to deal tactfully and effectively with the public, occasionally under adverse conditions; the ability to maintain routine records and prepare clear, concise, and complete reports of collections and work activities; the ability to supervise and instruct personnel in proper collection techniques; and the ability to plan, organize, and direct the work of office and field employees engaged in collection activities.

Two years of full-time paid experience as a security officer or in a position which provides experience in meeting the public is required for Field Collector.

License: A valid California driver's license is required.

Physical Requirements: Strength to perform average lifting of less than 5 pounds and occasionally over 15 pounds; good speaking and hearing ability, and the ability to climb stairs.

Persons with medical limitations may, with reasonable accommodations, be capable of performing the duties of some of the positions in this class. Such determination must be made on an individual basis in light of the person's limitations, the requirements of the position, and the appointing authority's ability to effect reasonable accommodations to the person's limitations.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any

position shall be.