

LIVINGSTON COUNTY COURTS JOB DESCRIPTION

QUALITY DATA AND COLLECTIONS SPECIALIST – JUVENILE COURT

Supervised By: Juvenile Court Administrator and Court Financial Officer

Supervises: No supervisory responsibility

FLSA Status: Non-exempt

Position Summary:

Under the supervision of the Juvenile Court Administrator and Court Financial Officer, performs a variety of tasks in support of the reimbursement, grant management and quality data collection functions of the Juvenile Court. Responsible for a variety of court information needs such as preparing statistical and grant reports, troubleshooting problems with the court's client management system and financial management system, ensuring data integrity and preparing instructional materials and training for court users, as needed. Reimbursement duties include, but are not limited to, processing invoices, posting charges to accounts, assisting families with account balances, setting up payment plans, preparing monthly statements, delinquency letters, and yearly state income tax intercept orders, assisting staff with questions regarding account balances, and performing other court-related duties.

Essential Job Functions:

An employee in this position may be called upon to do any or all of the following essential functions. These examples do not include all of the duties, which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Interviews payers, reviews financial records, and assesses income to determine ability to pay. Provides information, communicates findings and works collaboratively with probation, attorneys, families and the judiciary to carry out the statutory duties of the court in regard to assessment, reimbursement, and collections.
2. Receives and posts financial court orders and charges to accounts.
3. Meets face-to-face with juvenile offenders and/or parents to set up payment plans for reimbursements to the court under established guidelines. Communicates with parents and others regarding account balances, payment arrangements, collection procedures, and a variety of other matters. Provides excellent customer service and works to resolve conflicts.
4. Monitors compliance with court-ordered restitution and other payments. Maintains real-time case notes and monitors dockets to facilitate collection activities. Collaborates with the Victim Rights Advocate in the Prosecutor's Office to facilitate the distribution of restitution to victims. Reports restitution collection to other courts and counties to ensure accurate records.

5. Monitors reimbursements and initiates collection activities such as monthly invoices, implementing payment plans, redirecting government benefits and child support, obtaining orders for wage assignments and petitions and orders to show cause.
6. Generates and reviews the tax intercept audit and, in conjunction with the court financial officer, determines taxes to be intercepted. Prepares and processes orders. Files notices of discharge as necessary.
7. Formulates, recommends and enacts procedures to improve collections, customer service and financial record-keeping in the juvenile court including, but not limited to, gathering missing data, including social security numbers, creating procedures for quarterly escheating of funds to the Crime Victims Fund, investigates and resolves current and aging bookkeeping issues. Customizes and makes updates to system generated forms.
8. Assists in the preparation and maintenance of financial and casework records for monthly and quarterly for grants and the Child Care Fund, ensuring each expense is associated with and reported to the correct funding source. Prepare grant reporting documents.
9. Serves as backup to the financial department for payables and serves as backup to the juvenile court for receipting. Assists and tracks record retention.
10. Consults and advocates with the system providers to develop updates and monitor applications.
11. Pursues educational opportunities to improve professional knowledge, skills and abilities to provide quality service to the court and the public.
12. Configures the electronic client management system to capture necessary data elements for state reporting and analysis of local programs, practices and initiatives by external evaluator.
13. Ensures quality and completeness of data collection. Develops a process to regularly audit data entry by users, identifies and resolves data entry errors. Provides guidance to staff on compliance matters and offers training as needed.
14. Assists users in the resolution of difficulties encountered in the operation of enterprise resource planning (ERP), Judicial Information Software (JIS) and client management systems. Troubleshoots problems related to data integrity, hardware, software, interfaces, etc. May engage system support providers or developers as needed to resolve issues. Documents issues as needed and recommends solutions to prevent further difficulties. Communicates resolutions with internal and external parties.
15. Recommends training, policy and procedures to court administration to ensure staff have the knowledge, tools and resources necessary to secure data consistency.
16. Develops and improves mechanisms for reporting information.
17. Compiles quality data reports that support local court management and decision-making, evaluation and implementation of research-based practices and compliance with statewide data reporting.

18. Prepares or assists in preparing and maintaining user manuals, training guides, detailed procedures, helpful hint guides, etc. Trains court users and staff on processes, software, and systems.
19. Serve on workgroups, committees, and special projects, representing the court on interdisciplinary or intra-court efforts as needed, to support the alignment of data definitions and data collection approaches.
20. Performs other duties as directed.

Required Knowledge, Skills, Abilities, and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the job.

Requirements include the following:

- Associate's Degree in accounting, paralegal, business, or a related field, and two years of progressively more responsible experience in bookkeeping or accounting, preferably in a law or court environment.
- The Court, at its discretion, may consider an alternative combination of formal education and work experience.
- LEIN security certification within 6 months of hire.
- Complete Cash Handling training within 3 months of hire.
- Knowledge of the principles and practices of accounting and office procedures.
- Considerable knowledge of bookkeeping and data collection principles and practices, cash handling, receipting documents and payments, and providing customer service.
- Skill in assembling data and preparing comprehensive and accurate reports.
- Demonstrated ability to maintain professional integrity and respect for those requiring juvenile services, including the ability to lead and earn respect.

- Ability to establish effective working relationships and use good judgment, initiative, and resourcefulness when dealing with county employees, representatives of other governmental units, professional contacts, elected officials, children and families, and the public.
- Skill in the use of office equipment and technology, including Microsoft Suite, On-Base, Munis, Judicial Data Warehouse (JDW), Judicial Information System (JIS), Accurant, and other database and financial software, and the ability to learn new software programs applicable to the position.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents, and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop, kneel, use hands to finger, handle, or feel, and reach with hands and arms. The employee must lift or push/pull objects of up to 15 lbs. without assistance. Accommodation will be made, as needed, for office employees required to lift or move objects that exceed this weight.

The typical work environment for this job is a business office setting where the noise level is quiet and sometimes moderate.