

**POSITION DUTY STATEMENT**

PM-0924 (REV 06/2013)

CLASSIFICATION TITLE Accounting Officer-Specialist	OFFICE/BRANCH/SECTION 81/Accounting/Accounts Receivable and Program Accounting	
WORKING TITLE Collections Accountant	POSITION NUMBER 900-081-4546-xxx	EFFECTIVE DATE

As a valued member of the Caltrans team, you make it possible for the Department to improve the mobility across California by being innovative and flexible; reporting to work as scheduled; working cooperatively with team members and others; and treating others fairly, honestly and with respect. Your efforts are important to each member of the team as well as those we serve.

**GENERAL STATEMENT:** (BRIEF SUMMARY OF THE MAIN PURPOSE AND FUNCTIONS OF THE POSITION. DESCRIBE THE SUPERVISORY RELATIONSHIPS INCLUDING THE CLASSIFICATION OF THE SUPERVISOR OR MANAGER TO WHOM THE INCUMBENT REPORTS. WHEN APPROPRIATE, IDENTIFY THE NEED FOR ANY CREDENTIAL OR LICENSE SUCH AS A DRIVERS' LICENSE.)

Under the general direction of an Accounting Administrator I, the Accounting Officer is performing collection activities for the State highway and vehicle damage claim accounts receivable arising within specified areas of the State of California. Regular and punctual attendance is required.

**TYPICAL DUTIES:** (BRIEF DESCRIPTION OF IMPORTANT DUTIES. RELATED DUTIES MAY BE GROUPED TOGETHER. USE ADDITIONAL SHEET IF NECESSARY.)

Percentage Essential (E)/Marginal (M) <sup>1</sup>	Job Description
40% (E)	Utilizing information and rules stated in the CA Vehicle Code, the State Administrative Manual, the Government Code and Departmental Policies, answer telephone calls from debtors, insurance agencies, lawyers and businesses regarding legality of charges, settlement of debt, disputes and general questions on outstanding invoices. Communicate with other departmental employees as necessary.
20% (E)	Analyze each invoice to determine the current status and the appropriate collection activity needed to be taken. Identify and resolve any problems concerning these outstanding invoices. Document collection efforts into Advantage System (AMS) by keying information into each account as to date, method of communication, and resolution taken.
15% (E)	Input documents to post accounts receivable write-offs and adjustment entries into our AMS. Resolve any errors occurring as a result of these postings.
10% (E)	Prepare written correspondence and itemization upon request, answer questions or respond to debtor disputes.
10% (E)	Set up installment payments, verify vehicle ownership with the Department of Motor Vehicles, verify debtor addresses and police accident reports, when necessary.
5% (M)	Mail out accounts receivable invoices and distribute the section's mail daily.

<sup>1</sup>ESSENTIAL FUNCTIONS are the core duties of the position that cannot be reassigned.  
MARGINAL FUNCTIONS are the minor tasks of the position that can be assigned to others.

**SUPERVISION OR GUIDANCE EXERCISED OVER OTHERS**

This position does not require supervision of other employees.

**KNOWLEDGE, ABILITIES AND ANALYTICAL REQUIREMENTS**

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Have general knowledge of accounting principles and procedures. Have knowledge in establishing accounts receivables and in recording adjustments and payments against them. Have knowledge of automated systems. Answer questions and respond to debtor disputes orally and in writing with diplomacy and concern. Work with a minimum of supervision in carrying out assigned duties and responsibilities including review accounts receivable files to gather information, answer questions or respond to debtor disputes. Express ideas and information clearly, concisely, and logically, both orally and in writing, to supervisors and employees. Develop and maintain good working relations with groups and individuals during the course of one's work. Be flexible, persuasive, tactful and effective in imparting information in order to achieve desired results.

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### RESPONSIBILITY FOR DECISIONS AND CONSEQUENCES OF ERROR

The incumbent is responsible for complying with the Information Practices Act (IPA), Civil Code section 1798, et seq., by protecting confidential information for the Department's vendors and employees. This information includes, but not limited to; social security number, address, phone number, medical or employment history, education, work history, financial transactions, or similar information. Failure to protect the Department's vendor and employee confidential information may damage the Division of Accounting's reputation as a confidential organization and result in lawsuits or employee grievances. Intentional violation of this Act will result in disciplinary action, up to and including termination of employment.

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### PUBLIC AND INTERNAL CONTACTS

Confer with department, districts and headquarters accounting, engineering and budgeting staff at the working level. Incumbent is expected to gain and maintain the confidence, cooperation, and trust of those contacted in the course of the work. Must handle sensitive situations with tact and diplomacy, present ideas effectively and be a good listener.

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### PHYSICAL, MENTAL, AND EMOTIONAL REQUIREMENTS

Employees may be required to sit for long periods of time using a keyboard and video display terminal. They may also be required to move large or cumbersome reports from one location to another. Employees must be able to concentrate and meet strict deadlines at times. Most of the jobs in the Division require interaction with many people. It is important that employees work with others in a cooperative manner.

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### WORK ENVIRONMENT

While at their base of operation, employees will work in a climate-controlled office under artificial light. However, due to periodic problems with the heating and air conditioning, the building temperature may fluctuate. Most employees will work in workstations within shared cubicles. Working hours will be set sometime between 6:00 a.m. and 6:00 p.m. Overtime may be required, and vacations may be restricted, during peak times and fiscal year-end closing. Employees may be required to travel in state, but the travel it is not very frequent.

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I have read, understand and can perform the duties listed above. (If you believe you may require reasonable accommodation, please discuss this with your hiring supervisor. If you are unsure whether you require reasonable accommodation, inform the hiring supervisor who will discuss your concerns with the Reasonable Accommodation Coordinator.)

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EMPLOYEE (Print)

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EMPLOYEE (Signature)

DATE

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I have discussed the duties with and provided a copy of this duty statement to the employee named above.

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SUPERVISOR (Print)

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SUPERVISOR (Signature)

DATE