

CITY OF FOREST HILL
Job Description

Position Title:	Warrant Collection Clerk
Department:	Municipal Court
Immediate Supervisor:	Court Administrator
Positions Supervised:	None
FLSA Status:	Non-Exempt
Work Schedule:	Part Time – 27 Hours a week

SUMMARY OF CLASSIFICATION

Under general supervision of the Municipal Court Administrator, aides in warrant collection activity by making phone calls to people who have outstanding warrants, use the internet and other databases to search address and contact information, performs other related work as required.

BUDGETARY RESPONSIBILITIES

None.

ESSENTIAL JOB DUTIES

Make phone calls to Defendants who have outstanding warrants, and make pre warrant phone calls to Defendants who have defaulted on an agreement with the Court. From the Court computer system, research cases with bad addresses locating new address information or contact information by researching Accurant. Update the case file in the Court computer system with any new information, prepare and mail notices. Performs all other job duties as assigned.

PHYSICAL AND ENVIRONMENTAL CONDITIONS

Sits, stands and converses for extended periods. Ability to follow directions and assist other employees as needed.

REQUIRED QUALIFICATIONS

Must have the ability to communicate effectively and courteously with customers and other City Employees in person, on the phone and in writing. Must be able to compel customers to resolve warrants all while following State Law and Forest Hill Court policies.

Knowledge, Skills, and Abilities - Good organizational and follow up skills; Ability to type 30 wpm; Experience working with personal computers and Microsoft Office, specifically Word and Excel. Must have reliable transportation and have the ability to arrive to work on time.

Minimum Education, Experience and Certification – High school diploma or equivalent is required. State issued ID or Texas Driver’s License, prior collection or call center type experience where you were handling large volumes of phone calls. Two years general business and or clerical experience involving public. Municipal Court experience is preferred, including a working knowledge of LT Systems Court Software, or any other Court or collection software. Bilingual in Spanish is a plus but not required.