

COLLECTION AGENT
(Albany Housing Authority)

DISTINGUISHING FEATURES OF THE CLASS: The incumbent is responsible for the management all phases of rent collections and lease terminations for individuals receiving housing assistance payments administered by the Albany Housing Authority. Work is performed under the general supervision of General Counsel and is subject to review and evaluation on the basis of compliance with Federal and State regulations, NYS Real Property Actions and Proceedings Law and AHA policy and procedure.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- In cooperation and with guidance from General Counsel, manages or performs all activities necessary to implement the statutorily defined process and in-house procedure for evicting tenants for non-payment of rent or for cause (violation of the terms and conditions of the lease);
- Assures the accurate maintenance and updating of a computer data base that tracks court ordered rent arrears repayment agreements;
- Monitors and tracks the negotiation of and adherence to terms and conditions of court ordered rent arrears repayment agreements for compliance with AHA policy and takes action to terminate leases pursuant to AHA procedures for violations;
- Works directly with residents to resolve complaints or discrepancies in their rent account;
- Directly handles incoming related mail and answers correspondence as necessary;
- Assembles the collection of information and documentation to support the activities of the title
- Identify and work with residents who are in or in danger of being in arrears;
- Acts as liaison between Albany Housing Authority and Process Server
- Assists in the preparation of termination notices, rent demands, eviction petitions, warrants, and related documents
- Attends all court proceedings;
- Responsible for generating and mailing all demand letters required by NYS law;
- Responsible for generating and preparing all resident rent statements for mailing
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Working knowledge of general business practices and office procedures;
- Working knowledge of the principles and practices of public administration;

- Good knowledge of arithmetic, general business math, written and verbal communications skills;
- Good knowledge of office terminology and equipment, including personal computers;
- Good supervisory skills;
- Good knowledge of personal computers and office equipment;
- Ability to learn, manage, enforce, and comply with highly specific and detailed processes and procedures;
- Ability to interpret and make decisions in conformance with relevant laws, regulations, and policies;
- Ability to plan, organize, coordinate and supervise the work of a group of employees and to make recommendations concerning the development or refinement of the procedures that define their activities;
- Ability to relate to and communicate tactfully and professionally with the public, co-workers, subordinates, superiors and representatives of other agencies;
- Ability to promote, represent and uphold the values and integrity of Albany Housing Authority;
- Integrity, responsibility, accountability, and good judgment;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A. Graduation from a regionally accredited or NYS registered college or university or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's Degree, or higher in Accounting, Finance, Business Administration or Public Administration AND two (2) years full-time paid satisfactory experience in a responsible public sector position evaluating and documenting eligibility for government sponsored assistance on the basis of regulatory criteria; **OR**
- B. Graduation from a regionally accredited or NYS registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's Degree in Accounting, Finance, Business Administration or Public Administration AND four (4) years of satisfactory, full-time paid experience in a responsible public sector position evaluating and documenting eligibility for government sponsored assistance on the basis of regulatory criteria; **OR**
- C. Graduation from high school or possession of a high school equivalency diploma and six (6) years full-time paid satisfactory experience in a responsible public sector position evaluating and documenting eligibility for government sponsored assistance on the basis of regulatory criteria