

**Vermont Center for Crime Victim Services
Job Description**

**RESTITUTION UNIT
COLLECTION CASE MANAGER**

(Updated 1/17/2019)

Grade 5

Basic Function: Primary contact with criminal offenders to collect court-ordered restitution. This position manages a large caseload and is responsible for meeting/exceeding assigned goals. This position reports to the Operations Supervisor and Restitution Unit Manager.

Characteristic Duties/Responsibilities:

Collect payment of restitution from criminal offenders using mail and phone contact.

Meet/Exceed collection or other goals set by Operations Supervisor or Restitution Manager.

Enter, monitor and update offender information in databases to ensure accuracy.

Investigate and resolve issues with documents sent from the Court or other agency regarding offender information.

Analyze offender's ability to pay based upon financial documentation provided by the offender or other parties, and negotiate payment schedules when not defined by the Court.

Initiate more extensive investigation when appropriate to find assets to attach such as, but not limited to, real estate, bank accounts, motor vehicles and wages.

Investigate and research using various databases, social media, telephone and other tools to locate offenders. Such research and investigation may include, but is not limited to, communication with police agencies, DOC staff, Court personnel, Town officials, prosecutors, advocates and others, and may involve travel to gather information.

Manage delinquent accounts and initiate appropriate action to resolve delinquency according to Restitution Unit procedures.

Refer non-compliant cases to Restitution Unit Manager for legal enforcement review.

Monitor collection enforcement remedies including, but not limited to, wage garnishments, bank account attachments, property liens and tax refund intercept.

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Compile and maintain statistics and collection performance measures as directed.

Participate with all Restitution Unit staff in managing general office duties

All other duties as assigned by Operations Supervisor or Restitution Unit Manager.

Qualifications:

Degree in relevant field or 2 years relevant work experience.

Competent math skills.

Accurate data entry and keyboard skills.

Experience with computers and applications, plus ability to learn new applications quickly.

Ability to comprehend legal documents and terminology.

Strong critical thinking skills and the ability to make judgments/decisions that are in line with Restitution Unit's and Center's policies and procedures.

Ability to clearly and courteously communicate with offenders, Center and State personnel, co-workers, victims of crime and other business partners.

Confident negotiation, investigation, research and interviewing skills.

Ability to professionally set boundaries with offenders/victims who become verbally abusive.

Self-direction is essential to manage a large caseload and changing priorities.

Physical Requirements:

Must be able to sit at a computer for extended periods of time.

Must be able to use computer keyboard, look at computer monitor and talk on the telephone for extended periods of time.

This job description may be subject to change.