

## HIDALGO COUNTY COUNTY CLERK'S OFFICE

Job Title: Warrant Officer (Deputy Sheriff)  
Exempt

FLSA Status: Non-

Department: 180

Civil Service Status: Non-Exempt

### SUMMARY

Deliver Court Orders, such as subpoenas, warrants, capias, garnishments, and any other matters as designated and report to the Collections Department of the County Clerk.

### ESSENTIAL DUTIES AND RESPONSIBILITIES

- Serve Warrants and makes arrests
- Serves court papers, including writs, summons, subpoenas, capias, etc.
- Interact with the public to assist in providing and verifying information, processing transactions issuing documents and providing general information.
- Compose and type letters, statistical reports, and other correspondences related to the area of work.
- Inputs and verifies data in the Computer System to create or update records, generate forms or reports from data.
- Provide assistance as requested by the Collections Department and/or County Clerk.
- Perform other duties as assigned.

### KNOWLEDGE / SKILLS / ABILITIES

- Ability to learn the use and care of firearms, vehicles, and specialized equipment.
- Ability to analyze situations and adopt a quick, effective, and reasonable course of action;
- Knowledge of codes, statutes, and regulations pertaining to the office of the County Clerk.
- Knowledge of policies, practices, and procedures of the office of the County Clerk.
- Interpersonal skills to work effectively with other law enforcement agencies.
- Skill in communicating clearly and effectively, orally and in writing.
- Knowledge of record keeping, report preparation, filing methods, and records management techniques.
- Knowledge of basic typing skills (30 wpm) and computer data entry.
- Possess good communications skills (writing, listening, and speaking) and have the ability to deal effectively with all management levels.
- Ability to use tact, discretion, initiative, and independent judgment within established guidelines.
- Ability to organize work, set priorities, meet critical deadlines, and follow up assignments with a minimum of direction.
- Ability to communicate in English and Spanish.
- Be adaptable to changes in equipment, assignments, procedures, and methods.
- Accept work assignments that could require additional training to perform.
- Ability to project a positive and professional image of the office of the County Clerk.

### EDUCATION and/or EXPERIENCE

- High school diploma or general education degree (GED)
- Basic certification by the Texas Commission on Law Enforcement Officer Standards and Education (TCLEOSE)

- At least two (2) years experience or any equivalent combination of experience and training which provides the required knowledge, skills, and abilities and satisfies state statutes.

### **CERTIFICATES AND LICENSES REQUIRED**

- Basic Certification by the Texas Commission on Law Enforcement Officer Standards and Education at the time of hire.
- Valid Texas Motor Vehicle operator's license.

### **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions and duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and job duties.

While performing the duties of this job, the employee is required to stand, sit, and to talk and listen extensively. The employee is required to reach with hands and arms, climb or balance, stoop or kneel.

The employee must occasionally lift and/or move up to thirty-five (35) pounds. Specific vision abilities required by this job include close vision and the ability to focus and read standard font characters.

### **WORK ENVIRONMENT**

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

The noise level in the work environment is usually moderate.

### **SAFETY REQUIREMENTS**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- Sitting for extended periods of time
- Operating assigned equipment

Maintain mental capacity with permits:

- Making sound decisions and using good judgment
- Demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- Working closely with others
- Working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- Making observations
- Reading and writing
- Operating assigned equipment
- Communicating with others

### **ACCIDENT PREVENTION PROGRAM**

Required to follow all departments' safety regulations.

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# HIDALGO COUNTY COUNTY CLERK'S OFFICE

**Job Title: Collections Analyst** **FLSA Status: Non-Exempt**

**Dept. Code: 180** **Civil Service Status: Non-Exempt**

**SUMMARY:**

The Collection Analyst will work closely with the Collections Supervisor in order to track daily collections efforts, design collections initiatives, create and provide analytical reports and data to improve the collections efforts of the Collections Department. Facilitate the establishment of new ideas and drive the collection effort in a timely and efficient manner.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Analyze and improve all application procedures and methods for performance quality.

Drive collections by escalating any customer issues in a professional, documented and systematic manner until resolved.

Drive the resolution of collections problems by understanding the issues, articulating those issues and getting the appropriate personnel to resolve those issues in a timely fashion.

Follow-up with the customers for final resolution of payment when most collections efforts have been exhausted.

Communicate weekly to the appropriate collection specialists on any issues requiring support and hold them accountable for their collections efforts

Weekly provide a twelve week projections forecast based on detailed and timely knowledge of our customers payment habits and issues.

Establish monthly, quarterly and yearly goals for collections specialist.

Provide presentations on statistical data to all concerned county officials that has a direct impact on the collection effort.

Manage and coordinate any internal cross functional requirements to resolve collection issues.

Provide timely collections reports and brief the Collections Supervisor on all data.

Escalate any concerns to the Collections Supervisor immediately for timely resolution.

Work directly with RevQ and ableTerm in order to enhance collections reporting in keeping with OCA directives

Provide Collections Specialist with direct support and possible enhancements of all computer based systems.

Manage all data required to keep the department in compliance with OCA standards

Performs other duties and tasks as assigned by the Hidalgo County Clerk's Collections Supervisor, Office Manager, Chief Deputy or County Clerk.

**QUALIFICATION REQUIREMENTS:**

To perform this job successfully, an individual must be able to perform each essential function duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or abilities required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties and responsibilities.

**EDUCATION and/or EXPERIENCE:**

- High school diploma or general education degree (GED).
- Associates Degree in Office Administration preferred but not required.
- Degree may be substituted with at least five (5) years of administrative experience.
- Should have administrative experience in office or related work.
- Should have experience with government work.

**OTHER SKILLS AND ABILITIES:**

- Ability to supervise and communicate effectively with staff and the public.
- Ability to prepare and maintain detailed records, files and reports.
- Flexibility to be cross-trained in various departments.
- Ability to develop and provide training seminars to various county departments.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions and duties of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and job duties.

While performing the duties of this job, the employee is required to stand, sit, and use his/her hands. The employee may be required to handle or feel objects, tools, or controls, and to talk and listen extensively. The employee is required to reach with hands and arms, climb or balance, stoop or kneel.

The employee must occasionally lift and/or move up to thirty-five (35) pounds. Specific vision abilities required by this job include close vision and the ability to focus and read standard font characters.

The employee will be required to lift boxes, climb ladders and place the boxes in shelving that reaches up to 16 feet

**WORK ENVIRONMENT:**

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

The noise level in the work environment is usually moderate.

**SAFETY REQUIREMENTS:**

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- Sitting for extended periods of time.
- Operating assigned equipment.
- Climb ladders in excess of 12 feet

Maintain mental capacity which permits:

- Making sound decisions and using good judgment.
- Demonstrating intellectual capabilities.

Effectively handle a work environment and conditions which involve:

- Working closely with others.
- Working in a multi-task environment.