



## **IDENTIFICATION**

<b>Department</b>	<b>Position Title</b>	
Northwest Territories Health and Social Services Authority	Senior Collections Officer	
<b>Position Number</b>	<b>Community</b>	<b>Division/Region</b>
48-12844	Yellowknife	Financial Services

## **PURPOSE OF THE POSITION**

The Senior Collections Officer is responsible for planning and coordinating activities to ensure timely collection of all monies due to the Northwest Territories Health and Social Services Authority (NTHSSA) to maximize cash recovery. Collections activities must occur in a timely and accurate manner in accordance with relevant Government of the Northwest Territories (GNWT) legislation, regulations, policies and NTHSSA procedures.

## **SCOPE**

The Senior Collections Officer is located in Yellowknife and reports to the Manager, Accounts Receivable. The Senior Collections Officer supervises the Collections Officer and participates in collections activities ensuring the preparation of accounts receivable statements and the initiation of collection processes on behalf of \$60 million of revenue and 16,000 billing activities per year. This position manages the day-to-day collection services, interacts with the public in attempting to collect on overdue accounts and provides expert advice to senior management.

The Senior Collections Officer is responsible for minimizing the loss of assets through collections activities and oversees the most effective collection strategies such as issuing formal demands for payment and negotiating repayment schedules in compliance with industry accepted standards and GNWT Acts, Regulations and Policies. The incumbent performs further functions such as exercising the right of set-off, payroll deductions, collections through the Canada Revenue Agency (CRA) and a collection agency, and/or initiating legal collection action.

The NTHSSA is headquartered in Yellowknife and is responsible for delivering health and social services in most communities across the NWT. The NTHSSA covers 1.2 million square kilometers and services about 43,000 people, including First Nations, Inuit, Metis, and non-aboriginal peoples. The NTHSSA delivers a full-range of primary, secondary and tertiary health and social services including family services, protection services, continuing care services, diagnostic and curative services, care placements, mental health, addictions, rehabilitation, and developmental activities. These services are delivered by more than 1,400 health and social services staff.

## **RESPONSIBILITIES**

### **1. Responsible for the collection of monies and the processing of accounts statements as well as the initiation of collection processes for services and supplies rendered by the NTHSSA to individuals, organizations and third party guarantors.**

- Manages collections functions to ensure they are processed in accordance with the applicable acts, regulations, policies and procedures;
- Determines effective approaches for successful collection of aged accounts receivables and assists in the investigation of outstanding accounts;
- Resolves complex account disputes and negotiates with various parties to establish effective payment schedules;
- Interprets policies and agreements ensuring billing information is accurate, timely and complete;
- Maintains collections information handbook and related processes;
- Recommends revisions to collections processes to the Manager of Accounts Receivable as needed;
- Assists the Collections Officer as a point of contact for all statement questions or concerns;
- Obtains approvals to initiate refunds, adjustments and/or corrections in the financial system;
- Provides feedback to managers and staff on ways to improve billing procedures.

### **2. Manages delinquent accounts by assessing sensitive collection situations to determine the most effective approach to collect the funds owing from accounts that continue to remain unpaid.**

- Oversees the follow-up and investigation of doubtful account actioning, ensuring adequate documentation of collection history is maintained in order to support claims with 3<sup>rd</sup> parties (payroll recovery, court, CRA, etc.);
- Reviews payroll recoveries and garnishee action on wages or bank accounts;
- Evaluates disputed accounts and advises senior NTHSSA Management of appropriateness of court action when required;
- Files accounts with small claims court;
- Assists in the preparation and review of necessary documents to be filed in courts under the Bankruptcy and Insolvency Act, and necessary documents to access the CRA setoff program.

### **3. Analyzes and recommends write-offs and accounts for forgiveness.**

- Advises Manager, Accounts Receivable of accounts deemed uncollectible and recommends write-offs;
- Makes recommendations for changes to doubtful account listing;
- Prepares the necessary documentation to forgive debt in accordance with GNWT policy;
- Analyses and recommends where partial (settlements) or full forgiveness should be considered;
- Maintains write-offs and forgiveness database of historical debtor profiles with previous write-offs/forgiveness, company principals and credit worthiness data, for future credit reference and possible reinstatement of debts;
- Drafts briefing notes on credit and collection issues that may be politically sensitive or have recovery write-off implications;
- Drafts documents for submission to Senior Management and the Financial Management Board (FMB) requesting accounts are written-off or forgiven.

### **4. Responsible for the supervision of the Collections Officer.**

- Coordinates the orientation and development of the Collections Officer including training on all relevant policies, procedures, and on the GNWT ERP system;
- Reviews the work of staff and provides direction and advice;
- Resolves collections errors collaboratively with staff by creating an environment of continuous improvement and learning;
- Responsible for staffing the position, including preparing interview questions, and interviewing, evaluating and selecting candidates;
- Reviews and approves bi-weekly time sheets and approves leave requests in accordance with the collective agreement.

## **WORKING CONDITIONS**

### **Physical Demands**

No unusual demands.

### **Environmental Conditions**

No unusual demands.

### **Sensory Demands**

Extensive periods of time are spent either at a computer workstation or reviewing documents. This may lead to back and neck strain or other physical discomfort.

The incumbent is required to be attentive to both verbal and non-verbal communication from clients when trying to negotiate voluntary compliance with required collection terms.

## **Mental Demands**

The incumbent receives frequent calls from upset clients inquiring about billings or statements received by them. Clients are frequently unaware that balances are owed due to misunderstanding of their entitlements. Physical threats during and after working hours can result.

The complex billings require attention to details and high levels of concentration for hours at a time. There is a high volume workload with month and year-end deadlines.

## **KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of standard collection methods and acceptable collection procedures, as well as those collection methods only available to a government agency (e.g. CRA set-off program).
- Demonstrated communication skills to effectively communicate with clients and agencies in order to negotiate voluntary compliance with required collection terms.
- Tactful verbal communication with patients is essential.
- Knowledge of word processing, spreadsheet and accounting software applications.
- Organizational and time management skills used to prioritize duties and meet deadlines.
- Proven ability to be creative, focused on offering solutions and works well in a team environment.
- Ability to read and interpret financial reports and transactions.
- Ability to understand financial processes within a complex coding structure to ensure correctness of account balances, identify how errors may have occurred, and determine how to make appropriate corrections.
- Ability to work and solve problems both independently and as part of a team. Must be reliable, maintain patient confidentiality and be able to problem-solve.
- Ability to understand and interpret a large variety of complex billing agreements (i.e. NIHB, Medical Travel Policies, NWT Health Care Plan, Reciprocal Billing Agreements, etc.)

## **Typically, the above qualifications would be attained by:**

Completion of a business or related degree from a recognized educational institution combined with five years of experience in accounts receivable and collections. Supervisory experience and experience in the Health Care environment is an asset. Equivalent combinations of educational qualifications and experience will be considered on individual basis.

## **ADDITIONAL REQUIREMENTS**

Proof of immunization in keeping with the current public health practices is required.

### **Position Security (check one)**

- No criminal records check required

- Position of Trust – criminal records check required
- Highly sensitive position – requires verification of identity and a criminal records check

**French language** (check one if applies)

- French required (must identify required level below)  
Level required for this Designated Position is:  
ORAL EXPRESSION AND COMPREHENSION  
Basic (B)  Intermediate (I)  Advanced (A)   
READING COMPREHENSION:  
Basic (B)  Intermediate (I)  Advanced (A)   
WRITING SKILLS:  
Basic (B)  Intermediate (I)  Advanced (A)
- French preferred

**Aboriginal language:** Choose a language

- Required
- Preferred