

POSITION DESCRIPTION

OSER-DMRS-11 (Rev. 08-2013)
 State of Wisconsin
 Office of State Employment Relations

1. Position No.	2. Cert / Reclass Request No.	3. Agency No.
313570		550

4. NAME OF EMPLOYEE VACANT	5. DEPARTMENT, UNIT, WORK ADDRESS Office of the State Public Defender Client Accounts and Verification Unit 17 S. Fairchild Street Madison, WI 53707
6. CLASSIFICATION TITLE OF POSITION Financial Specialist Senior	
7. CLASS TITLE OPTION (to be filled out by Personnel Office)	8. NAME AND CLASS OF FORMER INCUMBENT Patricia Gorst
9. AGENCY WORKING TITLE OF POSITION Financial Specialist	10. NAME AND CLASS OF EMPLOYEES PERFORMING SIMILAR DUTIES Patty Goth, Financial Specialist
11. NAME AND CLASS OF FIRST-LINE SUPERVISOR Sandra Duran Program and Policy Supervisor	12. FROM APPROXIMATELY WHAT DATE HAS THE EMPLOYEE PERFORMED THE WORK DESCRIBED BELOW. 01/06/2008

DOES THIS POSITION SUPERVISE SUBORDINATE EMPLOYEES IN PERMANENT POSITIONS? Yes No
 IF YES, COMPLETE AND ATTACH A SUPERVISORY POSITION ANALYSIS FORM (OSER-DMRS-84).

14. POSITION SUMMARY – PLEASE DESCRIBE BELOW THE MAJOR GOALS OF THIS POSITION:

See Attached.

15. DESCRIBE THE GOALS AND WORKER ACTIVITIES OF THIS POSITION

— GOALS: Describe the major achievements, outputs, or results. List them in descending order of importance.
 — WORKER ACTIVITIES: Under each goal, list the worker activities performed to meet that goal.
 — TIME %: Include for goals and major worker activities.

TIME %	GOALS AND WORKER ACTIVITIES
	<i>See Attached.</i>

16. SUPERVISORY SECTION - TO BE COMPLETED BY THE FIRST LINE SUPERVISOR OF THIS POSITION

a. The supervision, direction, and review given to the work of this position is: Close Limited General.
 b. The statements and time estimates above and on attachments accurately describe the work assigned to the position.
 (Please initial and date attachments.)

Signature of first-line supervisor _____ Date _____

17. EMPLOYEE SECTION - TO BE COMPLETED BY THE INCUMBENT OF THIS POSITION

I have read and understand that the statements and time estimates above and on attachments are a description of the functions assigned my position.
 (Please initial and date attachments.)

Signature of employee _____ Date _____

18. HUMAN RESOURCES SECTION - TO BE COMPLETED BY AN AUTHORIZED REPRESENTATIVE OF HUMAN RESOURCES

Signature of Human Resources Manager or designee _____ Date _____

DISTRIBUTE COPIES OF SIGNED FORM TO:
 P-FILE SUPERVISOR EMPLOYEE CERT REQUEST FILE

**Office of the State Public Defender
Financial Specialist Senior
Client Accounts and Verification Unit (CAVU)**

POSITION SUMMARY:

When an individual has a constitutional or statutory right to counsel, the government is obligated to provide a competent public defense attorney to represent that person if he or she is financially unable to hire an attorney.

Wisconsin State Statutes 977.06 and 977.075 provide that only persons who are determined to be indigent will have public defenders appointed to represent them. The financial criteria and screening requirements for determining indigency are found primarily in Wisconsin Administrative Code Chapter PD 6.

All clients are required to pay based on their financial status. The CAVU is responsible to verify a client's financial status and collect payments. This activity provides over a million in revenue to the Public Defender program annually.

Under general supervision of the Client Accounts and Verification (CAVU) Supervisor, this position is responsible for the provision of accounts receivable activities for clients receiving public defense legal representation or services.

GOALS AND ACTIVITIES:

- 50% A. Provision of accounts receivables for clients receiving public defense legal representation or services.
- A1. Generate client account invoices for mailing (1,500 - 2,000 per week).
 - A2. Audit, verify, and post account receivables received from clients, DOC, counties, and other outside agencies directly into client accounts in the electronic Office of the Public Defender (eOPD).
 - A3. Ensure account receivables are reconciled, endorsed, and batched for deposit by the Fiscal Unit to the Cash Management Office.
 - A4. Verify and process client refunds or adjustments for billing errors.
 - A5. Address and resolve client communications received by clients, the public, agency staff, private bar attorneys, and DOA contracted collection program representatives regarding the status of client accounts, attorney fees owed, payment plans, billing notices, payments received and discrepancies.
 - A6. Interpret and provide information on statutes, rules, policy and procedures regarding attorney fee collections to clients, the public, and agency staff.
 - A7. Investigate and resolve account disputes/discrepancies received from clients.

- A8. Code client accounts for future collection or non-collection activity; prepare non-collectable accounts for referral to DOA contracted collection program.
 - A9. Respond and provide required documentation within required time limits to DOA contracted collection program regarding debtor dispute requests for SPD accounts reported to credit bureaus.
 - A10. Update client account status for EOPD records upon receipt of bankruptcy notification, return of non-sufficient fund payments, court-ordered payment obligations received from DOC and account adjustments from DOA contracted collection program.
 - A11. Audit and determine client's ability to pay according to agency guidelines on financial evaluations received from clients.
 - A12. Develop and provide input to supervisor on CAV Unit policies and procedures, provide suggestions to improve system the agency client collection program, eOPD.
 - A13. Monitor SPD case records entered by agency offices in eOPD to identify errors and notify agency offices of necessary corrections.
- 50% B. Provision of activities to substantiate an applicant's financial status and determine whether he or she is eligible for public defense legal representation or services (over 30,000 applications received annually through eOPD).
- B1. Verify income and employment status of applicants through telephone contact with past and present employers, while maintaining applicant confidentiality.
 - B2. Verify income and benefit status of applicants by analyzing databases or resources through the Department of Workforce Development (DWD).
 - B3. Notify agency offices of discrepancy, or potential discrepancy, of financial or personal asset information provided by applicant and request re-evaluation of eligibility.
 - B4. Monitor and follow up on responses to discrepancy and re-evaluation requests with agency offices. Follow-up with offices that have not responded with requested information.
 - B5. Notify agency offices of procedural errors detected on e-forms and provide information on correct agency procedures.
 - B6. Interpret and provide information to staff regarding agency policy and procedures regarding client eligibility.
 - B7. Upon request develop and produce reports of verification and discrepancy statistics.
 - B8. Review client verification process for efficiencies; make suggestions to supervisor for consideration.
 - B9. Maintain contact lists for verification of client employment with outside employers and temp agencies.

Knowledge and Skills:

1. Ability to interpret statutes, administrative code, and policy and procedures as they relate to attorney fee collections and eligibility verification
2. Knowledge of account receivable practices
3. Knowledge of the Fair Credit Reporting Act
4. Knowledge of the Fair and Accurate Credit Transaction Act
5. Knowledge of federal bankruptcy laws
6. Knowledge of Wisconsin Administrative Code Chapter PD 6
7. Auditing skills
8. Ability to communicate policies, procedures, administrative rules, and state statutes
9. Considerable problem-solving skills
10. Extensive oral, written, and interpersonal skills
11. Ability to maintain composure and communicate professionally when dealing with difficult people
12. Ability to plan and organize work in a fast-paced environment
13. Knowledge and skill utilizing Microsoft Office, such as Excel, Word and Outlook, or comparable computer programs