



DELAWARE JUDICIARY
ADMINISTRATIVE OFFICE OF THE COURTS

Non-Merit Position
(This position is exempt from the State of Delaware Merit Rules and
the Judicial Branch Personnel Rules)

Posting #AOC1101N16

COLLECTIONS TECHNICIAN (Casual/Seasonal)

Opening Date: November 16, 2016 **Closing Date:** December 1, 2016

Salary: \$12.36 per hour

Recruiting For: **Administrative Office of the Courts**
Filing and Payment Center

Location: City of Wilmington (**Please check this location on your application**)
New Castle County Courthouse

Summary Statement: This is a casual/seasonal collections position not to exceed 29.5 hours per week. This employee accepts payments for court-ordered assessments, enters data into an automated case management system, prepares deposits to financial institutions, contacts offenders whose accounts are delinquent, and prepares payment plans. This position is located in the City of Wilmington in the New Castle County Courthouse, but statewide travel may be required to provide coverage in other offices.

Minimum Qualifications: Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of “not qualified.” Resumes may not be substituted for the application.

1. Experience in providing customer service over the phone, in person, and in writing.
2. Experience handling multiple payment methods (i.e. cash, checks, credit cards, ACH).
3. Experience in using an automated information system using MS Office® (with primary focus on WORD and EXCEL) to enter, update, modify, delete, retrieve/inquire, and report on data.

4. Experience in recordkeeping which includes maintaining records, logs, and filing systems.
5. Experience in applying laws, rules, regulations, standards, policies, and procedures.
6. Ability to communicate courteously and effectively, both verbally and in writing.

Conditions of Employment:

- A satisfactory criminal background check is required as a condition of employment.
- Direct deposit of paychecks is required as a condition of employment.

Submitting Your Application: Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft® Word or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: apps.aoc@state.de.us (**preferred method**)
2. Fax your application to: (302) 255-2482, Attention: Human Resources
3. Mail your application to:
Administrative Office of the Courts
The Renaissance Centre
405 N. King Street, Suite 507
Wilmington, DE 19801-3700

Attachments to Applications:

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

Accommodations:

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary
An Equal Opportunity and Affirmative Action Employer**