UTILITY OPERATIONS PARALEGAL

SUMMARY/PURPOSE

Assist in preparing and processing litigation, collection of debts and judgments, and coordinate, administer, and provide paralegal support to the Public Works & Utilities Department.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Assist in preparing and processing litigation.
2. Process delinquent account files and arrange for civil litigation.
3. Gather evidence, research, take statements, and verify all facts regarding a case.
4. Investigate legal remedies in order to resolve delinquent accounts and judgments.
5. Prepare exhibits for presentation in court and file documents in a proper and timely manner.
6. Schedule attorney's appearances.
7. Represent the City in small claims court and in district court when necessary.
8. Administer and provide support for the Home Energy Loan Program.
9. Arrange for, or deliver subpoenas.
10. Review and evaluate assigned delinquent account files for appropriate collection action.
11. Notify debtors to negotiate, arrange and monitor payment plans without litigation.
12. Research, locate, and verify debtor assets.
13. Record liens against judgment debtors' real property.
14. Prepare and process garnishment and attachment documents.
15. Respond to requests from judgment debtors and other parties regarding judgments and levies.
16. Provide recommendations that account balances be written off to bad debt.
17. Research and analyze law sources such as statutes, ordinances, judicial decisions, legal articles, treaties and constitutions in order to prepare legal documents for attorney review.
18. Maintain a current body of legal knowledge especially as it relates to the rights of debtors and discovery.
19. Participate in paralegal/legal assistant training.
20. Maintain collection manual.
21. Process and maintain bankruptcy and probate accounts.
22. Serve as liaison between social service agencies and customers in need of financial assistance.
23. Interpret and explain statutes and ordinances to staff.
24. Make decisions and advise staff on best practices for collections and credit issues and develop methods to increase the efficiency and improve processes.
25. Lead staff in policy change and enforcement.
26. Write policy changes for implementation to assure all statutes and ordinances are followed.
27. Draft statutes to assist with compliance of state laws.
28. Respond to and provide documentation for customer inquiries and complaints and maintain records of correspondence and document collection efforts.
29. Recommend shutoff of services and process service shutoff notices and orders.
30. Provide legal documentation and recommendations for accountholder issues.
31. Support other staff members by assisting with their job duties as necessary.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
   A. Graduation from an accredited post-secondary program or college/university as a Paralegal or Legal Assistant, plus three (3) years of progressively responsible, verifiable

experience in preparing and processing litigation, collection of debts, and legal support work; OR a combination of verifiable education and experience equaling six (6) years which demonstrates experience in paralegal or legal support work.

2. License Requirement
   A. Possess a valid Minnesota Class "D" Driver's License.

3. Knowledge Requirements
   A. Knowledge of the nature of the legal system and areas of legal practice.
   B. Knowledge of the litigation process in both the state and federal court systems, including documents used in instituting and defending lawsuits.
   C. Knowledge of credit laws, debt collection, and post-judgment enforcement laws.
   D. Knowledge of loan processing, closing procedures, and associated tasks.
   E. Knowledge of real estate document filing standards.

4. Skill Requirements
   A. Skill in researching legal issues using ordinances, statutes, digests, reporter systems, legal encyclopedias, legal periodicals, and government documents, whether printed or electronic.
   B. Skill in reading and comprehending complex materials involving legal and technical matters.
   C. Skill in operation of a personal computer and job-related software applications.

5. Ability Requirements
   A. Ability to collect delinquent accounts.
   B. Ability to prepare and process litigation as required.
   C. Ability to prepare and process loans and real estate documents as required.
   D. Ability to research and write ordinances and statutes.
   E. Ability to communicate orally and in writing in a logical, accurate, and persuasive manner.
   F. Ability to communicate effectively on a one-to-one basis or before groups for the purpose of obtaining or providing information.
   G. Ability to work independently, be resourceful, and complete assignments from minimal information and under general instructions.
   H. Ability to accurately and thoroughly document and file information.
   I. Ability to work under pressure of time and conflicting demands.
   J. Ability to work effectively with supervisors, co-workers and citizens.

6. Physical Ability Requirements
   A. Ability to frequently sit, talk, and hear.
   B. Fine dexterity to operate computers and other office equipment.
   C. Visual acuity to read material and inspect documents for accuracy.
   D. Ability to occasionally lift and carry office items weighing up to 10 pounds.
   E. Ability to occasionally bend, stoop and reach for supplies, files, etc.
   F. Ability to transport oneself to, from, and around worksites.
   G. Ability to attend work on a regular basis.

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