

**IMPORTANT: DATE STAMP THIS NOTICE AND POST IMMEDIATELY ON ALL BCGEU BULLETIN BOARDS. DO NOT REMOVE UNTIL AFTER THE CLOSING DATE BELOW.**

**LEGAL SERVICES SOCIETY  
POSTING**

**TO:** LSS STAFF (cc: BCGEU)  
**FROM:** HUMAN RESOURCES DEPARTMENT  
**POSITION:** FINANCIAL REVIEW AND COLLECTIONS COORDINATOR  
ONE REGULAR FULL-TIME POSITION - VANCOUVER  
This position is on a modified workweek  
**COMPETITION NO:** B052-18  
**DATE POSTED:** JUNE 18, 2018  
**CLOSING DATE:** JULY 2, 2018  
**STARTING DATE:** ASAP  
**SALARY:** Job Class 9 (\$43,814 - \$50,033)

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**PRIMARY FUNCTION:**

To investigate and assess complaints about client eligibility, and to assist the department with financial eligibility reassessments by coordinating and assessing information, investigating when necessary, and preparing assessment letters. Make decisions based on the External Complaints Policy. Administer collections and costs awarded files, initiate appropriate Small Claims Court action on behalf of the Society, and make decisions pursuant to the Settlements and Judgements Policy and related collections. Process Conversion to Private Retainer (CPR) requests.

**The following job duties are illustrative examples, and shall not be construed as an exhaustive description of all the work requirements that may be inherent in the job.**

**DUTIES:**

**1. REVIEW AND DOCUMENT FINANCIAL ELIGIBILITY COMPLAINTS:**

- a) Review complaints received by the organization regarding client's financial eligibility;
- b) Prepare acknowledgement letters to complainants; and
- c) Review, investigate and assess eligibility complaints regarding clients' financial eligibility to determine compliance with organization policies and eligibility guidelines.

**2. REVIEW AND ASSESS CLIENT FINANCIAL ELIGIBILITY:**

- a) Review and assess financial eligibility on a random basis to determine compliance with organization policies and procedures;
- b) Obtain all necessary information and documentation;
- c) Discuss eligibility review process with, and answer questions about it from, clients who inquire about their reviews on the telephone;
- d) Investigate to determine past, current and continued eligibility and notify the client and referral lawyer accordingly;
- e) Assess whether it is appropriate to recover funds and, if so, summarize information and make recommendations to the supervisor;
- f) If decision is made to recover the funds, draft letter to client and initiate collection procedures;
- g) Maintain a follow-up system to ensure decisions are made and communicated to appropriate offices/individuals;
- h) Provide information on financial eligibility policies and procedures to clients, private bar lawyers and the general public; and
- i) Prepare monthly reports.

**3. PROCESS CONVERSION TO PRIVATE RETAINER (CPR) REQUESTS:**

- a) Review and assess requests from lawyer and/or clients to convert to a private retainer; and
- b) Approve or deny request and follow up if necessary.

**4. ADMINISTER COLLECTIONS DUTIES:**

- a) Review and assess potential collections files;
- b) Make recommendation to supervisor about legal or other action for recovery of funds and provide research and review of information as required;
- c) Initiate collections in accordance with LSS' collections manual and the BC Debt Collections Act;
- d) Respond to inquiries from clients/lawyers/opposing parties regarding status of files;
- e) Arrange payment schedules with clients and lawyers;
- f) Make recommendations to the supervisor about collections and the write-off of bad debts;
- g) Track amounts recovered and prepare and disseminate necessary documents and reports;
- h) Prepare required documents for the accounting staff to use to update the accounts receivable system; and
- i) Collaborate with accounting staff to maintain adequate level in allowance for doubtful accounts.

**5. PROCESS SMALL CLAIMS MATTERS:**

- a) Under supervision, initiate Small Claims Court action, when appropriate; and
- b) Draft all pleadings, and gather evidence, and refer legal action to the appropriate department lawyer for follow-up.

**6. PROCESS BANKRUPTCY CLAIMS:**

- a) Communicate with the client/lawyer in bankruptcy and complete proof of claim and other necessary documentation;
- b) Communicate with the trustee/s and/or Superintendent of Bankruptcy until the client is discharged; and
- c) Continue collections if debt is secured and/or survived the bankruptcy.

**7. ADMINISTER SETTLEMENTS AND JUDGEMENTS POLICY:**

- a) Apply organization policies to reassess financial eligibility of clients in receipt of assets/cash from settlement or judgment;
- b) Communicate with clients, private bar lawyers and staff lawyers;
- c) Receive and review information obtained from lawyers regarding settlements or judgements;
- d) Review and analyse tariff billings, client's financial information, and court documents;
- e) Determine amount owed and advise lawyer and client;
- f) Obtain reimbursement from the lawyer;
- g) If funds are released to client, begin collections procedures; and
- h) Respond to inquiries from private bar lawyers and staff lawyers, organization contacts, and clients.

**8. PERFORM OTHER RELATED DUTIES:**

- a) Perform skip-tracing activities when whereabouts of the debtor are unknown;
- b) Maintain related files and records;
- c) Develop and maintain precedent letters and administrative forms; and
- d) Perform other duties as required.

**QUALIFICATIONS:**

**Basic requirements**

- Grade 12 supplemented by legal and/or accounting course(s)
- Minimum 2 years relevant experience as outlined in rated requirements
- Typing speed 40 wpm
- Advanced level in MS Word
- Basic level in MS Excel
- OR an equivalent combination of education and experience

**Rated requirements**

- Knowledge of court processes in the areas of criminal, family, immigration, and judicial appeals
- ability to read financial statements and assess financial information
- Knowledge of LSS client relations and case management system (CMS)
- Knowledge of LSS policies and procedures
- knowledge of LSS Intake policy and procedures as asset
- experience with tier 2 financial systems an asset
- Knowledge of regulations such as Small Claims and Debt Collections; and Bankruptcy Acts and Regulations, an asset
- ability to be discreet and manage confidential information
- Ability to organize workload, identify urgent work items and set priorities
- Ability to work independently and as part of a team
- Ability to cope with heavy volume of work
- ability to work well under pressure and meet deadlines
- ability to research and investigate files
- ability to manage a bring-forward system and maintain a precedent filing system
- Ability to draft correspondence to lawyers and clients
- Ability to deal with distressed, demanding and/or hostile people, primarily on the telephone
- Must have excellent communication and interpersonal skills
- must maintain attention to detail and work accurately

**This competition requires the candidate to complete the following tests:**

- **Typing – 40 wpm**
- **MS Word**
- **MS Excel**
- **Written exercise**

**We offer (based on your employment status and affiliation):**

- A competitive salary
- 35 hour work week
- Four weeks paid vacation to start that grows the longer you're with LSS
- An excellent employee benefits package, where premiums are 100% paid by LSS
- Support for training and development
- Pension plan
- An employee and family assistance counseling program
- The opportunity to participate in various Employee programs (Employee Wellness, etc.)

- Generous leave provisions (sick time, special leaves)
- Modified work week/flex time for some positions
- 13 paid statutory holidays

Interested candidates should submit a covering letter, together with a résumé, outlining how their qualifications meet the above position requirements, to:

**LEGAL SERVICES SOCIETY**  
**Human Resources Department**  
**Competition no: B052-18**  
**400-510 Burrard Street**  
**Vancouver, BC V6C 3A8**  
**Fax: (604) 682-0725**  
**E-mail address: [resumes@lss.bc.ca](mailto:resumes@lss.bc.ca)**  
**VISIT OUR WEBSITE AT [www.legalaid.bc.ca](http://www.legalaid.bc.ca)**

*We would like to thank all external applicants for their interest but regret that only those shortlisted will be contacted. The Legal Services Society is committed to building a skilled, diverse workforce reflective of Canadian Society. We are committed to employment equity and encourage applications from aboriginal people, visible minorities, women and persons with disabilities.*