



collection officer

Alberta

The Alberta Justice Maintenance Enforcement Program ensures Alberta families and children receive benefits from court-ordered child or spousal payments. A collection officer plays an essential role in providing this service. This position involves processing debtor and creditor information, reviewing court orders, conducting child status investigations, and negotiating payment arrangements. When payment is not made voluntarily, a collection officer uses a variety of enforcement tools to collect these support payments. By being part of an innovative team that annually collects millions of dollars in support of tens of thousands of Alberta children, Alberta Justice collection officers find their efforts rewarding.

"The most rewarding part of my role is knowing that I may have made a small but important difference in supporting a child's life."

Are you up for the challenge?

Collection officers are team players who use their excellent communication and negotiation skills to assist program clients in understanding and meeting their obligations.

- Within a fast-paced, high-volume team environment, a collection officer deals with individuals caught in difficult and often emotionally charged situations.
- A collection officer must exercise judgment and fairness in applying enforcement actions in accordance with program policy.

