



JOB SPECIFICATION
COLLECTIONS SUPERVISOR

Code 12430
Grade GS 50

General Purpose

Under general supervision, supervise customer service personnel in the collection of various revenues in the municipal court, water utilities or tax office.

Typical Duties:

Plan, organize, direct and control customer service related to collecting and disbursing of funds including taxes, permits, licenses, loans, service fees, user charges, fines, bond forfeitures, court costs, utility customer payments and deposits, and property taxes for other taxing entities. Maintain and schedule maintenance for remittance processor and extractors. Maintain and requisition for payment of service and maintenance contracts. Investigate, recommend, and implement new payment processing equipment. Review and issue refund authorizations. Involves: Establish work priorities, distribution of work, monitor work progress, and advise subordinate staff of changes in applicable laws or regulations to ensure statutory, administrative, accounting and audit requirements are satisfied. Establish accuracy of deposits, oversee the correct posting of payments, adjust or cancel transactions made in error, and reconcile daily shortages or overages in the section. Manage petty cash. Transmit all collection records to the automated financial management system and/or specialized software for area of responsibility. Prepare monthly financial reports. Reconcile deposits and ensure daily receipts are deposited in a timely and secure manner. Conduct unscheduled audits of cash drawers and change funds.

Respond to unusual or complex inquiries or complaints from public officials, other departments, taxing entities or the general public regarding payments, overpayments or other changes. Involves: Provide accurate information to inquiries either in person or by phone, research and personally respond to complex inquiries and assist employees in responding with complaints or inquiries, including complaints from individuals who may be irate. Correspond with customers on various issues and maintain files.

Supervise and coordinate the daily work of cashiers and customer service employees. Involves: Assign, schedule, guide and monitor work. Appraise employee performance and review subordinate supervisors' appraisals. Provide for training and development. Counsel, motivate and maintain harmony. Identify and resolve staff differences, conflicts and deficiencies. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes. Enforce personnel rules and regulations and work behavior standards firmly and impartially. Approve leave requests and document absences.

Perform related duties as required. Involves: Perform duties of immediate supervisor, coworkers or customer service personnel as necessary to ensure continuity of operations during absences. Advise supervisor in a timely manner of situations or issues that have or could lead to deviation from expected results and recommend appropriate solutions or options. Assist in coordinating the collection process for delinquent accounts, maintain accurate records and prepare periodic internal or external reports including summaries of revenue collected or disbursed. Participate in safety committee meetings, assist in orienting new employees, maintain security systems, and provide back-up to other positions as needed. Prepare and submit fiscal year budget for the section.



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Knowledge, Skills, and Abilities

- Application of considerable knowledge of collection, fiscal administration and control, cashiering and modern office policies, practices and procedures.
- Application of good knowledge of the federal, state and local laws, codes, regulations, rules and ordinances related to area of responsibility.
- Application of good knowledge of customer service/public relations' practices and procedures.
- Application of good knowledge of supervisory techniques.
- Application of some knowledge of computer hardware and software pertinent to revenue collection and reporting.
- Proof, record, extract, organize and summarize data from manual or automated sources; attention to detail and established deadlines; prepare and maintain detailed records in an automated environment.
- Make mathematical calculations such as penalties, interest, proportions and percentages with speed and accuracy.
- Establish and maintain effective working relationships with officials, taxing entities, outside organizations, vendors, contractors, coworkers and the general public, including individuals who may be irate.
- Express oneself clearly and concisely.
- Safely operate common office equipment, personal computer and related applications such as word processing, spreadsheet and database programs.

Other Job Characteristics

- Occasional exposure to irate individuals.
- Must be bondable.
- Occasional lifting and carrying of lightweight objects (25 pounds).

Minimum Qualifications

Education and Experience: A High School diploma or GED, and four (4) years of cashiering experience related to revenue collection.

Licenses and Certificates: None.