

COLLECTIONS SUPERVISOR - 525

DEFINITION OF WORK

Under regular supervision, performs responsible work in the maintenance and preparation of collections in the City Revenue Department.

EXAMPLES OF WORK

Supervises, plans, organizes and reviews the work of employees as it relates to revenue collection; trains employees; develops/tests on-line Revenue System for licenses, invoices and miscellaneous cash receipts; records and collects payments to the revenue office; reconciles monthly collections with Internal Auditing; tracks collections to determine funds deposited same day and funds held overnight and prepares analysis for distribution; generates daily and monthly statistical/financial reports for licenses and permits; handles collection inquiries either in person or over the telephone from customers, businesses, attorneys and other City departments; assists Revenue Collector with letters, memorandums, report reconciliations; etc.; types evaluation reports for employees of the Collections Division.

EMPLOYMENT STANDARDS

Education and Experience: Any combination of education and experience equivalent to an associate's degree in business administration or accounting and considerable supervisory experience in detailed office work.

Knowledge, Skills and Abilities: Thorough knowledge of accounting/bookkeeping practices as they relate to office management practices and procedures; ability to plan, organize, supervise and review the work of employees; ability to maintain varied and complex records and to prepare such reports; ability to manage an office efficiently and effectively; ability to operate microprocessors and on-line computers.

