

**MENDOCINO COUNTY GOVERNMENT  
CLASS SPECIFICATION**

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<b>CLASS TITLE:</b>	<b>COLLECTIONS ADMINISTRATOR</b>	<b>CLASS CODE: 0131</b>
<b>DEPARTMENT:</b>	<b>AUDITOR - COLLECTIONS</b>	<b>FLSA STATUS: N</b>
<b>REPORTS TO:</b>	<b>AUDITOR</b>	<b>DATE: 10/09</b>
<b>CIVIL SERVICE:</b>	<b>YES</b>	<b>BARGAINING UNIT: 303 MANAGEMENT</b>

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**JOB SUMMARY:**

Under limited direction of the Auditor, the Collections Administrator is responsible for the overall day-to-day administration and management of all functions within the Collections Division to include management of staff, budget, collections, policies and procedures, software applications and complex analysis and interpretation of financial data, operations and applicable law, regulations and guidelines.

**DISTINGUISHING CHARACTERISTICS:**

This single position class has the responsibility of acting as the day-to-day administrator of the division. This position is distinguished from the Collections Supervisor by its responsibility to plan, organize and direct the activities and operations of the Division. This class is distinguished from the Auditor in that the latter is an elected official with overall administrative responsibility for the operation of the Department.

**SUPERVISION EXERCISED:**

Exercises second-line supervision over the Collections Supervisor and other staff within the Division.

**EXAMPLE OF DUTIES:** *(Duties may include, but are not limited to the following)*

- Carry out supervisory responsibility in accordance with policies, procedures and applicable laws including: interviewing, hiring and training, planning, assigning and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Plan and implement short-term and long-term goals, objectives, and strategies for the Division, project or program to ensure efficient organization and completion of work.
- Develop, communicate, and monitor policies, procedures, and standards for the Division; recommend and implement improvement when necessary.
- Prepare, monitor and analyze Division budget to ensure cost and revenue controls.
- Serve as the County Financial Evaluation Officer, per Government code sections 27750-27758, by determining individuals financial ability to pay court-related or court-ordered fees and determining which costs must be waived or services provided free of charge if the party is indigent. Delegate such duties to subordinate staff as needed.
- Perform and oversee accounting functions for the department including journal entries, A/P, payroll, etc.
- Oversee, monitor, analyze and control the activities and operations of the Collection program to ensure criteria of the program are met.
- Track, process, reconcile and adjust County trust activity to ensure timely forfeiture to revenue accounts.
- Utilize, maintain, modify, and adapt computer software within the Division; write coordinate development of data processing applications.
- Compile data, compose complex queries and prepare detailed reports to track activities, to control and analyze operations and meet reporting requirements.
- Analyze, interpret and relay applicable laws, codes, etc. and administrative decisions; act as an informational resource to staff, the public and external agencies.
- Reconcile internal inventory of accounts to those accounts held with outside agencies; make adjustments as needed.
- Present agenda items to the Board of Supervisors to add fees or services, request discharge of accountability from receivables or other purposes as needed.
- Disseminate a variety of information to various agencies, divisions, or departments via telephone, employee meetings, mail or fax.
- Participate in the initiation, research and approval of contracts that pertain to the operations of the Division; monitor, review and renew contracts accordingly.
- Maintain and upgrade knowledge, skills, and development by attending seminars and training programs and reading trade and professional journals and publications; inform staff of pertinent updates.

- Conduct regular staff meetings to review progress, accomplishments, strategies, and plans for the Division.
- May serve as backup for other positions within the Division on an as needed basis.
- Perform other related duties as assigned.

**MATERIAL AND EQUIPMENT USED:**

Personal Computer and/or Terminal      10 Key Calculator      General Office Equipment

**MINIMUM QUALIFICATIONS REQUIRED:**

**Education and Experience:**

Bachelor's degree in business administration, finance or related field or equivalent and three years of progressively responsible experience, equivalent to a Collections Supervisor, or by performing similar collection or accounting functions to include at least one year of supervision; or an equivalent combination of related education, training and experience which provides the required knowledge, skills, and abilities to perform the essential functions of the job.

**Licenses and Certifications:**

None

**KNOWLEDGE, SKILLS, AND ABILITIES:**

**Knowledge of:**

- Budgetary principles and practices.
- Principles and techniques of collections of court imposed fines and fees.
- Principles and practices of supervision and training staff.
- Administrative principles and practices including goal setting and implementation.
- Policies, procedures, codes, applicable state, federal and local ordinances, laws, rules and regulations related to the collections of court-imposed fines.
- Principles and practices of court collections; basic governmental accounts maintenance and operations, including accounts receivable and auditing.
- Record keeping, report preparation, filing methods and records management techniques.
- Methods and techniques of research, statistical analysis and report presentation.
- Customer service and conflict resolution techniques.
- Correct English usage, including spelling, grammar, punctuation, and vocabulary.
- General office procedures, policies and practices, as well as knowledge of computer and other general office equipment.
- Standard business arithmetic, including percentages and decimals.

**Skill in:**

- Planning, organizing, assigning, directing, reviewing and evaluating the work of staff.
- Gathering information through interview and investigative work, evaluating data, drawing valid conclusions and determining strategies for collecting accounts.
- Selecting and motivating staff and providing for their training and professional development.
- Preparing clear and concise reports, correspondence and other written materials.
- Using tact, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving office administrative situations, conflicts and problems.
- Researching, compiling, and summarizing a variety of informational and statistical data and materials.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with a minimum of direction.
- Applying logical thinking to solve problems or accomplish tasks; to understand, interpret and communicate complicated policies, procedures and protocols.
- Using a computer terminal to accurately and rapidly enter and retrieve data and information.
- Operating complex computer programs.
- Communicating clearly and effectively, both orally and in writing.

- Operating and routine maintenance of general office machines such as copiers, facsimile machines (FAX), and telephone systems.

**Mental and Physical Ability To:**

- Read, analyze and interpret professional periodicals and journals, technical procedures and government regulations.
- Write reports, correspondence, and procedure manuals.
- Read, write and perform basic arithmetic calculations.
- Resolve conflict; to deal with problems involving several concrete variables in standardized situations.
- Read, comprehend and interpret a variety of instructions in written, oral, diagram or schedule form.
- Read and comprehend instructions, routine correspondence and memos.
- Establish and maintain effective working relationships with others.
- Communicate effectively orally and in writing.
- Lift and carry, push and/or pull or move items weighing up to 20 pounds.
- While performing the essential functions of this job, the incumbent is regularly required to sit, use hands to finger, handle, or feel objects, to reach with hands and arms, and speak and hear.

**Working Conditions:**

Work is performed in a normal office environment with little exposure to outdoor temperatures or dirt and dust. The incumbent's working conditions are typically moderately quiet, but may be loud at times and at some locations.

This class specification should not be interpreted as all-inclusive. It is intended to identify the essential functions and requirements of this job. Incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this specification. Any essential function or requirement of this class will be evaluated as necessary should an incumbent/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodation for the specific disability will be made for the incumbent/applicant when possible.