

**MENDOCINO COUNTY GOVERNMENT
CLASS SPECIFICATION**

CLASS TITLE:	COLLECTIONS SUPERVISOR	CLASS CODE: 0131
DEPARTMENT:	AUDITOR – COLLECTIONS	FLSA STATUS: N
REPORTS TO:	COLLECTIONS ADMINISTRATOR	DATE: 10/09
CIVIL SERVICE:	YES	BARGAINING UNIT: SEIU

JOB SUMMARY:

Under limited direction, supervises and coordinates the activities within the Collections office and performs various complex accounting functions involved in the collection process, including: collecting accounts receivables; monitoring and auditing transactions, interviewing defendants in conjunction with payment of fines/fees; monitoring outside collection agency activities; and overseeing all areas of court revenue collection.

DISTINGUISHING CHARACTERISTICS:

This is a single class position within the Collections office; incumbents in this class handle the most complex collection accounts. This position is distinguished from the Revenue Recovery Specialists by the responsibility to oversee office activities and by its supervisory duties. This position is distinguished from the Collections Administrator by the latter's responsibility to plan, organize and direct the activities and operations of the Division.

SUPERVISION EXERCISED:

Exercises first-line supervision over Revenue Recovery Specialists and other staff within the division.

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

- Carry out supervisory duties in accordance with policies, procedures and applicable laws including: interviewing, hiring and training and mentoring, planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.
- Oversee the collection process, to include: interpreting and appropriately applying collection guidelines, policies and procedures, troubleshooting, developing correspondence; establishing contacts; initiating legal action; interviewing defendants, explaining legal obligations and determining ability to pay fines/fees, communicating possible consequence of non-payment, establishing payment plans and overseeing activities of outside collection agencies.
- Perform duties as delegated by the County Financial Evaluation Officer, per Government code sections 27750-27758: determine individual's 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.
- Receive, review, process, monitor, audit and correct transactions to ensure appropriate coding, accuracy, quality standards and compliance with court collection policies, regulations and other local, State and Federal section codes and guidelines.
- Produce staff duty reports to track account status, monitor, evaluate, and improve collection activities; reviews, monitors, and assesses work production.
- Assist with the planning and implementation of short and long-term goals, objectives, and strategies for the division to ensure efficient organization and completion of work.
- Communicate, monitor and assist in the development of policies, procedures, and standards for the division; recommend and implement improvement when necessary.
- Disseminate a variety of information to various agencies, divisions, or departments via telephone, employee meetings, mail or fax.
- 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.
- Act as superior, in his/her absence, for temporary period of time.
- May serve as backup for other positions within the division.
- 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:

Associates degree in business administration, finance or related field or equivalent and two years of progressively responsible experience, equivalent to a Revenue Recovery Specialist, or by performing similar collection or accounting functions; 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:

- Principles and practices of supervision and training staff.
- Administrative principles and practices including goal setting and implementation.
- Principles and techniques of collections of court imposed fines and fees.
- Policies, procedures, codes, applicable state, federal and local ordinances, laws, rules and regulations related to the collections of court-imposed fines.
- 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 personal programs via a microcomputer or via a VDT connected to a mainframe computer.
- 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.