

Class Code: 094
City of Anaheim
Class Specification

Classification:
COLLECTIONS SPECIALIST

Definition:

Under minimal supervision, to receive, receipt, validate and account for cash collections received by mail and in person at a public cashier window; and to process parking citations.

Examples of Essential Job Functions - Depending upon areas of assignment, responsibilities and duties may include, but are not limited to the following:

Assists customers who present themselves at counter.

Receives and verifies payments by mail and over the counter for various City services.

Processes all parking citations issued in Anaheim; checks for DMV holds and refers customer to Police Department, Maintenance Department or Code Enforcement Division to resolve before payment can be accepted.

Receives and reconciles inter-departmental deposits.

Processes and balances Business Licenses, Dog Licenses and motel tax receipts; returns to division for final processing or reconciliation.

Processes, date stamps and balances utility payment cards.

Micro-encodes customer checks.

Prepares daily bank deposits.

Prepares payments for data processing, including preparation of batch leaders, listing batch totals and total number of payments, endorsing utility payments and making ready for daily data processing pick-up.

Collects and sorts contents of night depository.

Codes and classifies documents for accounting purposes.

Compares utility payments with credit cycle list.

Notifies Credit Office when payments are made to prevent shut-offs.

Verifies check amount with City documents to ensure accurate general ledger account numbers for further payment processing.

Receives mail and distributes to proper departments.

Prepares logs, lists and ledgers.

Counts currency and verifies dollar amounts to ensure amounts equal on balance sheets.

Receives returned items from bank and directs item to appropriate departments for collection.

Files into established filing systems.

Maintains a cash drawer for daily cash receipt activities.

Operates a variety of office equipment, such as electronic cash register, CRT terminal, ten-key calculator, micro-encoder, tickometer, endorser machine, electric letter opener and typewriter.

Performs other job-related duties as required.

MINIMUM REQUIREMENTS:

Experience in: At the journey-level of skill performing cashiering, accounting clerical or related clerical work.

Knowledge of: English usage; business math; standard clerical accounting office equipment, such as cash register, calculator, personal computer and typewriter; clerical accounting record keeping methods.

Ability to: Accurately process parking citations; accurately balance receipts; operate a calculator, microencoder, and electronic cash register quickly and accurately; learn vehicle codes related to parking violations and effectively apply the knowledge; maintain accurate records; accurately operate a typewriter and personal computer and associated software; accurately make change and count money; write legibly; understand pertinent procedures and functions quickly using good judgement; interpret and apply procedures to a variety of circumstances without immediate supervision; speak clearly and distinctly; establish and maintain effective relationships with those contacted in the course of work.

Physical Requirements: None

License and/or Certification Required: Positions in this class require possession of a valid and appropriate California Driver's License by date of appointment.

Supervision Received: Works under technical supervision of the Collections Supervisor who gives instructions and periodically reviews work in progress and completed work.

Career Ladder Information: Experience gained in this class may serve to meet minimum requirements for promotion to Collections Supervisor or Senior Accounting Specialist.

NOTE: The above statements are intended to describe the general nature and level of work being performed by persons assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.

Revised 9/86 - W Jerz
Revised 7/91 - V. Kilmurray
(Former Job Class - Cashier)
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