

Class Code: E29
City of Anaheim
Class Specification

Classification:
COLLECTIONS SUPERVISOR

DEFINITION:

Under general supervision, to plan, organize, assign, supervise and participate fully in the work of assigned Collections Specialists and to perform the more difficult financial record keeping and report preparation duties of the unit.

EXAMPLES OF DUTIES:

Supervises the work of Collections Specialists assigned to the office of the City Treasurer.

Explains policies, procedures and objectives of the unit to staff by written direction and by oral communication.

Schedules, assigns and participates in the work of subordinates.

Develops standards of performance for each position supervised.

Conducts performance evaluations.

Recommends discipline of subordinate employees.

Independently prepares various correspondence using judgement and discretion.

Audits entries on cash registers, monitoring entries on ledgers, log sheets, payment cards and other documents.

Develops work procedures and forms.

Assembles payments, receipts and other documents for transmittal to Treasurer's Office and Accounting Division.

Makes entries and audits computer data to reconcile utility payments, numbers of payments and totals.

Releases warrants for data processing and maintains custody of signature plates.

Ensures accurate processing of parking citations by remaining current on codes affecting the process; advises staff of applicable changes.

Assists in the preparation of annual Collections Division budget.

Trains staff in the use of the micro-encoder.

Records utility and Building Division payments in monthly ledger and balance ledger.

Performs the work of subordinates, such as assisting customers at counter, receiving and verifying payments, posting and balancing payments, preparing bank deposits, recording payments for data processing and counting cash and check amounts.

Compiles a variety of statistics and reports.

Performs other job-related duties as required.

MINIMUM REQUIREMENTS:

Experience in: Performing responsible cashiering and financial record keeping work.

Knowledge of: Vehicle codes related to parking violations; business math; operating a calculator, cash register, micro-encoder, tickometer, typewriter, personal computer and other office equipment; accounting and banking terminology; clerical accounting record keeping methods; financial auditing procedures; principles of supervision and training; budget principles.

Ability to: Establish office procedures and record keeping systems; operate a calculator, electronic cash register and microencoder quickly and accurately; maintain

accurate accounting records; read, understand and apply moderately difficult materials; plan, schedule, make work assignments, set priorities for, train, evaluate, select and recommend discipline of subordinates; develop and apply various operating procedures; remain current on all applicable vehicle codes which affect the processing of parking citations; operate a typewriter, CRT, and personal computer and associated software accurately; make change and count money accurately; write legibly; communicate effectively both orally and in writing; establish and maintain effective relationships with those contacted in the course of work.

Supervision Received: Works under administrative direction of the Treasury Manager. Work in progress and completed work is reviewed periodically.

Supervision Exercised: Makes assignments, sets priorities for, trains and reviews the work of Collections Specialists and related clerical staff.

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.

Unit of Representation - AMEA Clerical
Revised 9/86 - W Jerz
Revised 7/91 - V. Kilmurray
(Former Job Class - Cashier Supervisor)
Doc: CS1020