

UTAH COUNTY JOB DESCRIPTION

CLASS TITLE: ADMINISTRATIVE COLLECTIONS SUPERVISOR
CLASS CODE: 3002
EFFECTIVE DATE: 01/02/02
MARKET POINT: Based on applicable market study

DEPARTMENT: Various

JOB SUMMARY

Under the direction of the Department Head or Assistant Department Head is responsible for balancing monies, statements and reports; supervising department employees involved in customer collections, including hiring, retention, promotion, training, assigning work and evaluating performance.

CLASS CHARACTERISTICS

This classification level provides administrative support requiring independent decision making, personnel analysis, balancing and complex reporting in support of an entire County collection function. This classification level does not, more than forty percent (40%) of the hours worked, provide secretarial support or perform clerical tasks that are appropriately performed by lower level classifications. This is a full supervisory classification level.

ESSENTIAL FUNCTIONS

Provides training, assigns and monitors work, and determines vacation schedules.

Participates in the preparation of the yearly budget.

Prepares various high-liability, detailed, and complex, monthly and annual financial reports and spreadsheets.

Prepares and submits reports, often extensive and long term, as required by State law and County procedures.

Provides backup support for daily balancing of funds collected; responsible for daily balancing and collections activities.

Uses highest authorization to perform corrections to all restricted files including reversal of record transactions; correcting others' errors, researching problems and correcting information on computer record; disburses credits when applicable.

Assists department head in making decisions to hire, promote, or release employees according to County rules and regulations.

Assists in resolving confidential personnel issues.

Provides information regarding department policies, procedures, and general information to County employees and also to the public.

Communicates with other departments to complete joint reports and projects.

Coordinates department-wide projects and prepares related final products.

Provides support for all clerical and collection functions in department.

Attends various meetings in behalf of department administrators.

Resolves complex customer concerns or difficult transactions.

Corresponds through mail or telephone with persons regarding complex and irregular office activities.

Maintains an accurate balance of petty cash

Prepares correspondence, reports, and other materials.

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ADDITIONAL RESPONSIBILITIES MAY INCLUDE

Submitting purchase requisitions for office supplies.

Preparing and authorizing payroll for an entire department or office.

KNOWLEDGE, SKILLS, AND ABILITIES

Skill in basic math and accounting for a high degree of accuracy working with legal and financial documents and money; Skill in various computer applications such as word processing, spreadsheets, and data entry; Skill in written and verbal communication; Ability to efficiently organize and complete own work while supervising and training others in their work; Ability to solve problems and make decisions in the absence of department administrators; Skill to operate a variety of office machines including a ten-key by touch; Ability to establish and maintain effective working relationships with those contacted in the course of work activities; Ability to perform detailed and complex analysis and prepare reports; and Ability to effectively organize projects.

PHYSICAL DEMANDS

Typically sit at a desk or table; Regularly walk, stand, or stoop; Occasionally lift, carry, push, pull, or otherwise move objects weighing up to 25 pounds; and work for sustained periods of time maintaining concentrated attention to detail.

Accommodation may be made for some of these physical demands for otherwise qualified individuals who require and request such accommodation.

WORKING CONDITIONS

Work is performed in an office, library, computer room, or other environmentally controlled room. Work requires a high degree of accuracy, speed, and concentration. Deadline pressures exist while dealing with the public.

EDUCATION AND EXPERIENCE

Equivalent to an Associate's degree in a business management or finance-related field; and three (3) years of prior accounting and/or collections experience with demonstrated competence, including one (1) year of supervisory experience.

This description lists the major duties and requirements of the job and is not all-inclusive. Incumbent(s) may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.