



CLASS SPECIFICATION

Class Code: 16800
Date Est: 10/2009
Last Rev: 03/2016
Last Title Chg:
FLSA: Non-exempt
Probation: 12 months

COLLECTIONS SUPERVISOR

DEFINITION

Under direction of the Comptroller, plans, organizes and directs the operations of the Collections Program which is responsible for the collection of delinquent accounts and other receivables of various County departments; and performs related duties as required.

EXPERIENCE AND TRAINING REQUIREMENTS

Three years of experience in collections, financial administration or financial investigation; or an equivalent combination of related education and experience.

LICENSE OR CERTIFICATE

A valid driver's license is required at the time of appointment.

SUPERVISION EXERCISED

Exercises direct supervision over collections staff.

EXAMPLES OF DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Plan, organize and implement policies and work methods involved with the collection of delinquent accounts and County receivables in compliance with applicable NRS, regulations and County policy.

Supervise support staff of the division, which includes: hiring of new staff, assigning work, establishing priorities, reviewing completed work, training staff in new methods and procedures, establishing performance standards, conduction performance reviews, establishing work schedules and administering discipline.

Gather pertinent information and evidence to be used in civil proceedings, submit cases to legal advisors for appropriate action and testify in court on behalf of the County.

Investigate and analyze financial statements related to debtor income, assets and employment history in order to determine ability to pay; set terms and method of payment.

Consult with departmental representatives and coordinate collection activities to ensure consistency and conformity with County policy and procedures.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Full Performance *(These may be acquired on the job and are needed to perform the work assigned.)*

Knowledge of:

Laws, regulations and legal procedures applicable to the collection of delinquent accounts and bankruptcy.

Washoe County operations and specific departmental policies pertinent to the collection of delinquent accounts.

Computer software applications specific to assigned department/division.

Courtroom etiquette, procedures and rules governing presentation of evidence.

Principles and practices of supervision, including program planning, implementation and administration, budgetary practices and controls, training and supervision of subordinate staff.

Ability to:

Plan, coordinate and direct the collections function to accomplish established goals and objectives and optimize efficiency.

Gather information and evidence used in civil proceedings and testify in court.

Supervise personnel, including training, assigning and reviewing work, administering discipline, and conducting performance evaluations.

Entry Level (*Applicants will be screened for possession of these through written, oral, performance or other evaluation methods.*)

Knowledge of:

Collection and accounting methods, techniques and procedures.

Interviewing techniques used to obtain factual information.

Data processing techniques applicable to record keeping for delinquent accounts.

Modern office practices, methods and computer equipment; Microsoft Office applications.

Principles of business letter writing, proper English usage, spelling, vocabulary, grammar and punctuation.

Ability to:

Compile financial data and complete administrative reports.

Establish and maintain effective relationships with those contacted in the course of work

Analyze situations and determine appropriate course of action.

Communicate in a clear, concise manner, verbally and in writing.

Compose letters and various reports to be submitted in court.

Interpret laws, regulations and legal documents.

SPECIAL REQUIREMENTS

Essential duties require the following physical skills and work environment.

Ability to: work in a standard office environment; travel to different sites and locations; lift and move objects weighing up to 25 lbs; use computers, telephones, printers and copiers.