

CLASSIFICATION SPECIFICATION

FLSA:	NEXP	Job Code:	ACV33014
Job Class Code:	160	Salary Schedule:	ASRRCOLL
EEO Category:	05	Grade:	19
Workers Comp Code:	9410		

Job Code Established:	07/01/89	Effective Date:	07/01/89
Job Code Revised:	01/01/01	Effective Date:	

JOB CODE SERIES: Collector Series

JOB CODE TITLE: COLLECTOR SUPERVISOR I

HRIS TITLE: COLLECTOR SPV I

CHARACTERISTICS OF THE CLASS: Works under general supervision or administrative direction. Has the authority to organize, train and supervise staff and collection processes; enforce laws and procedures of collections; review and recommend approval of distraint and indemnification procedures and processes. Supervises an Office Collection Unit of staff engaged in routine to difficult taxes, family support payments, fees, benefits overpayments, etc., appropriate to assignment, and utilizing an automated collections records system; plans and schedules caseloads; establishes priorities; approves/disapproves, or recommends, installment payments, liens, garnishments, etc.; accounts for monies; uses automated devices/products; trains. Collections completed or scheduled and processed; monies accounted for and controlled; laws and policies enforced and complied with; reports prepared and submitted; staff trained; functioning work unit. Responsible for planning, scheduling and prioritizing caseloads and supervising staff in a timely, effective and professional manner; complying with and enforcing and approving legal actions in collections.

EXAMPLES OF DUTIES: Individual positions may be responsible for some or all of the listed duties and/or other related duties. Resolves technical or work procedural problems and questions presented by subordinate staff. Instructs, guides and counsels subordinate staff in carrying out a variety of tasks. Reviews and verifies completed work for quality control. Devises a schedule of work for self and subordinate staff on an as needed basis. Reviews work flow or unit and recommends procedural changes to accommodate new work activities. Established and maintains work standards, procedures, methods and rules. Trains new workers on-the-job to perform tasks that will become part of everyday work routine. Instructs staff members in proper use of a complex system of methods, procedures, rules and regulations utilized by the work system. Composes correspondence dealing with subject matter in established ways, but allowing for some discretion in treatment. Confers with local, state and federal enforcement officials to obtain information to use in locating persons. Compiles information for and writes periodic reports on activities of the work unit. Reads and interprets federal, state and local codes and laws and regulations in order to prepare reports or utilize in work activities. Reviews and recommends approval/disapproval of installment payment plans, disposition of outstanding accounts, liens, wage garnishment and other actions. Confers with superior, presenting and resolving difficult problems, sometimes including supervisory problems, discussing plans/actions, making decisions. Attends staff meetings of work unit as chairperson, directs discussions, explains, listens, guides problem-solving processes, resolves conflicts, participates and leads in decision-making. Attends staff meetings of work system under direction of superior; gives and receives information helpful in work system operation. Performs related work as required.

WORK CONDITIONS: Travel as required; contact with irate persons with delinquent accounts.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of: the principles and practices of supervision and leadership; federal, state, and agency laws, regulations, rules and policies governing the appropriate work assignment; the practices and methods of collection processes; the application of automated office devices and systems.

Skill/Ability to: apply supervisory and leadership techniques; applying and interpreting federal, state, and agency laws, regulations, rules and policies governing the appropriate work assignment; applying a variety of techniques in tracing and locating persons with delinquent accounts; analyzing and selecting resolutions to problems; using automated office devices and products; oral and written communications; interpersonal relationships.

SPECIAL SELECTION FACTORS: May require ability to pass a post-offer physical exam.