

## CLASSIFICATION SPECIFICATION

<b>FLSA:</b>	<b>EXP</b>	<b>Job Code:</b>	<b>ACV33015</b>
<b>Job Class Code:</b>	<b>160</b>	<b>Salary Schedule:</b>	<b>ASRRCOLL</b>
<b>EEO Category:</b>	<b>05</b>	<b>Grade:</b>	<b>20</b>
<b>Workers Comp Code:</b>	<b>9410</b>		

<b>Job Code Established:</b>	<b>07/01/89</b>	<b>Effective Date:</b>	<b>07/01/89</b>
<b>Job Code Revised:</b>	<b>01/01/01</b>	<b>Effective Date:</b>	

**JOB CODE SERIES:** Collections Series

**JOB CODE TITLE:** COLLECTIONS SUPERVISOR II

**HRIS TITLE:** COLLECTIONS SPV II

**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 approve distraint and indemnification processes. Supervises a Field Collections Unit in a large, diversified collection program, or serves as supervisor of an agency's specialized collections program, where, in both settings, subordinate collections staff are engaged in difficult to complex work collecting monies owed the State, e.g., delinquent taxes, family support payments, fees, benefits overpayments, etc., and utilizing an automated collections records systems; plans and prioritizes caseloads; enforces laws and procedures; may conduct complicated cases; approves/disapproves a variety of distraint and indemnification processes. Work product consists of 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 all governing laws and policies, and approving legal processes in collection actions.

**EXAMPLES OF DUTIES:** Individual positions may be responsible for some or all of the listed duties and/or other related duties. Devises a schedule of work for self and subordinate staff on an as needed basis. 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. Review work flow of unit and recommends procedural changes to accommodate new work activities. Establishes 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. Compiles information for and writes periodic reports on activities of the work unit.

Reviews and approves/disapproves, or recommends on installment payment plans, disposition of outstanding accounts, liens, wage garnishments and other distraint and indemnification actions. Reads and interprets codes, laws and regulations in order to prepare reports or utilize in work activities. Confers with superior, presenting and resolving difficult problems or questions, sometimes including supervisory and employee relations, discussing plans and actions, making decision. Attends staff meetings of work unit under direction of superior; gives and receives information helpful in work unit or system. Attends staff meetings of work unit as chairperson; directs discussions, explains, listens, guides problem-solving processes, resolves conflicts; participates and leads in decision-making. Confers with officials of other jurisdictional enforcement systems to obtain information helpful in tracing and locating persons with delinquent accounts. 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 practices and methods of the use of local, State and Federal jurisdictional records systems to trace and locate persons with delinquent account's; the applications of automated office devices, systems and products.

**Skill/Ability to:** apply supervisory and leadership techniques; applying and interpreting laws, regulations, rules and policies governing work assignment; utilizing a variety of records sources and applying a variety of techniques in locating persons; analyzing and selecting proper resolutions to problems; using automated office devices and products; applying and training in effective techniques of collection activities; oral and written communications; interpersonal relationships.