

CSC Adopted: October 2001, CSC Revised: _____

Class Title: Collection Coordinator

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Administers operations to ensure the efficiency of activities. Coordinates with other agencies, departments and the public. Evaluates reports and provides administrative support.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

Physical Strength Code		ESSENTIAL FUNCTIONS
1	L	Manages the department office by planning, directing, reviewing, evaluating and designing procedures and processes for the collection of accounts, supervising personnel, coordinating with personnel, performing interviews and providing training.
2	L	Administers operations by reviewing information, billing and collection systems, reviewing customer accounts, identifying and reporting system problems, providing information to the public, providing reports, overseeing special projects and ensuring legal requirements for collections are met.
3	S	Evaluates cashier reports by calculating shortages, sorting and counting tickets, checking customer validation signatures, collecting special billing tickets, checking computations and checking revenue sheets.
4	L	Provides administrative support by receiving and posting insufficient fund information onto spreadsheets, answering phones, opening and sorting mail, receiving new automobiles and ensuring auto maintenance.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two year associate's degree, diploma or equivalent from a college, technical, business, vocational, or correspondence school. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.
Experience	Two years experience in Customer Service.
Certifications and Other Requirements	Valid Driver's License may be required depending on assignment.
Reading	Work requires the ability to read correspondence, policies and procedures, contracts, paperwork and court documents.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication and division.
Writing	Work requires the ability to write correspondence.
Managerial	Managerial responsibilities include scheduling and planning work assignments, allocating fund and developing employees.
Budget Responsibility	N/A
Supervisory / Organizational Control	Work requires supervising and monitoring performance for a regular group of employees in a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness, and realigning work as needed.
Complexity	Work involves choices of action within limits set by standard practices and procedures. Professional judgment is required to apply the proper course of action.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers, brokers and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Serving customers, collecting payments, office equipment, supervision of staff, filing
Sitting	F	Computer, desk work, answering telephone, driving
Walking	F	To/from office equipment, supervision of staff, serving customers
Lifting	O	Boxes, books, binders, supplies, paperwork
Carrying	O	Boxes, books, binders, supplies, paperwork
Pushing/Pulling	O	File cabinet drawers, chair
Reaching	O	Supplies
Handling	F	Boxes, books, binders, supplies, paperwork
Fine Dexterity	C	Computer keyboard, telephone keypad, writing
Kneeling	F	Collecting payments
Crouching	F	Collecting payments
Crawling	N	
Bending	F	Lifting boxes, binders, paperwork, money
Twisting	F	Lifting boxes, binders, paperwork, money, answering telephone
Climbing	F	Ladder, stairs
Balancing	F	Ladder, stairs
Vision	C	Computer, desk work, supervision of staff, driving
Hearing	C	Staff, supervisor, couriers, customers, telephone
Talking	F	Staff, supervisor, couriers, customers, telephone
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Copy machine, adding machine, fax machine, telephone, typewriter, computer, UBIS, Standard Microsoft Windows and Office software, Reflections, laser or inkjet printer, PhoneMaster, Retail Alliance

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	M	Dirt and Dust	W
Chemical Hazards	S	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	S
Fire Hazards	S	Fumes and Odors	S
Explosives	N	Wetness/Humidity	S
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	M		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	R
Emergency Situations	R
Frequent Change of Tasks	O
Irregular Work Schedule/Overtime	F
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 3 below)	N

- (3)