

CITY OF COLLEGE PARK, MARYLAND

CLASS SPECIFICATION

CLASS TITLE: BILLING AND COLLECTIONS SUPERVISOR

FLSA Status: Exempt

GENERAL CLASS DESCRIPTION: This is a combination of high-level accounting and high-level clerical work. The incumbent is responsible for the billing and collections program within the Finance Department. Good knowledge of the scope and purpose of the program is necessary, and of the laws and rules governing accounts receivable and revenue collection. Frequent verbal and written contact with the public and other agencies is required, exercising independent judgment and knowledge. Supervises accounting or clerical personnel directly or through a subordinate supervisor. An employee in this class reports to the Deputy Director or Director of Finance.

ESSENTIAL JOB FUNCTIONS:

The following duties are typical for this classification. Not all the listed duties may be required and other duties may be required or assigned.

- Directly, or through a subordinate supervisor, provides training, guidance, direction and feedback to accounting and clerical employees engaged in billing, collections and cashiering. Reviews the work of subordinates; evaluates performance; and recommends personnel actions.
- Generates current and past-due invoices and notices for unpaid taxes, fees, assessments, licenses, permits and parking tickets.
- Answers telephone inquiries and correspondence relating to billing, dunning and collections.
- Confers with the recipients of invoices and dunning notices to discuss their options regarding the invoice or past due notice.
- Monitors and reconciles all related billing and collections general ledger accounts. Prepares detail and summary activity reports.
- Performs administrative work associated with all billing and collections activities of the Finance department.
- Maintains position related manual and computer files.

KNOWLEDGE, SKILLS AND ABILITIES REQUIRED TO PERFORM ESSENTIAL FUNCTIONS:

Technical Knowledge:

- Thorough knowledge of accounts receivable and revenue collection principles and practices.
- Good knowledge of computerized accounting and data processing systems and governmental accounting principles and practices.
- General knowledge of the principles and practices of supervision

BILLING AND COLLECTIONS SUPERVISOR

Physical Requirements:

- Ability to operate a variety of automated office equipment including personal computers.

Language Ability and Interpersonal Communications:

- Ability to write clearly and concisely.
- Ability to communicate tactfully, clearly and effectively with the public on revenue collection matters while maintaining good public relations.
- Ability to supervise and evaluate the work of subordinates

Environmental Adaptability:

- Work is performed in an office environment.

ACCEPTABLE TRAINING AND EXPERIENCE:

Associate's degree in accounting or related field plus 3 - 5 years of accounts receivable experience with substantial emphasis on collections, preferably in a governmental environment at a supervisory level; or any equivalent combination of experience and training that provides the required knowledge, skills and abilities.

College Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.