



Code: 0275

Family: Accounting and Finance

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Cash Receiving and Disbursing

CLASS TITLE: ASSISTANT MANAGER OF COLLECTIONS

CHARACTERISTICS OF THE CLASS

Under general supervision, assists in the administration of the daily operations of the City's revenue collection systems, and performs related duties as required

ESSENTIAL DUTIES

- Assists in the development, control of budgetary and personnel functions within a unit responsible for cashiering, intra-government, mail and vault collections systems, and program activities
- Supervises or assists in supervising staff performing customer service, clerical and administrative duties pertaining to the collection and tracking of revenues collected within a unit or program
- Manages parking, red light, and speed violation fines; and emergency medical service collection operations
- Conducts research of database files and records to produce work reports
- Relays directives and interprets policies and procedures to unit staff
- Ensures the effectiveness of specialized collection operations
- Assists in the development of performance standards
- Assists in or conducts administrative studies and reviews program operations for the improvement of operating efficiency
- Troubleshoots and assists in relevant payment issues (e.g., parking ticket payment errors, payment adjustments for cashiers and law firms)
- Manages off-site staff and collects related reports

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Graduation from an accredited college or university with a Bachelor's degree in Accounting or a directly related field with 15 semester hours in Accounting, plus four (4) years of professional accounting or revenue collection experience, of which one (1) year is in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training, and experience, provided the minimum degree requirement is met

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Moderate knowledge of:

- *generally accepted accounting principles, methods, practices, and procedures
- organizational structure of City departments

Some knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- applicable financial analysis principles, methods, practices, and procedures
- *supervisory methods, practices, and procedures
- budget preparation and management methods, practices, and procedures
- cashiering methods, practices, and procedures
- research methods and procedures
- *customer service techniques

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- *ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- *ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- *CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- *MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- *COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- *MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- *TIME MANAGEMENT - Manage one's own time and the time of others
- *COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- NEGOTIATION - Bring others together and trying to reconcile differences
- *SERVICE ORIENTATION - Actively look for ways to help people

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- *SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- *JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

Other Work Requirements

- PERSISTENCE - Persist in the face of obstacles on the job
 - INITIATIVE - Demonstrate willingness to take on job challenges
 - LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
 - COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
 - CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
 - SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
 - STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
 - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
 - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
 - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
 - INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
 - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
February, 2016