



# Administrative Collections Supervisor

## Job Description

Department: Treasurer  
Position: Career Service  
Starting Step: 30, Table 14  
Supervisory: Lead  
Reports to: Financial Analyst – Treasurer,  
Supervisor

### Summary

Under the general direction, this role supports the customer collections function and is responsible for balancing monies and statements and ensuring accuracy thorough audits and creating reports.

### Essential Functions

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

1. Provide training, assign and monitor work, and determine vacation schedules.
2. Participate in the preparation of the yearly budget.
3. Prepare various high-liability, detailed, and complex, monthly and annual financial reports and spreadsheets.
4. Prepare and submit reports, often extensive and long term, as required by State law and County procedures.
5. Provide backup support for daily balancing of funds collected. Responsible for daily balancing and collections activities.
6. Use highest authorization to perform corrections to all restricted files including reversal of record transactions. Correct others' errors, research problems and correct information on computer record. Disburse credits when applicable.
7. Assist department head in making decisions to hire, promote, or release employees according to County rules and regulations.
8. Assist in resolving confidential personnel issues.
9. Provide information regarding department policies, procedures, and general information to County employees and also to the public.
10. Communicate with other departments to complete joint reports and projects.
11. Coordinate department-wide projects and prepare related final products.
12. Provide support for all clerical and collection functions in department.
13. Attend various meetings in behalf of department administrators.
14. Resolve complex customer concerns or difficult transactions.
15. Correspond through mail or telephone with persons regarding complex and irregular office activities.
16. Maintain an accurate balance of petty cash.
17. Prepare correspondence, reports, and other materials.

### For Office Use Only

Class Code: 3002

Class Title: Administrative Collections Supervisor

FLSA: Non-Exempt

Effective Date: 7/11/2017

Public Safety: No

Worker's Compensation: Clerical

Background Level: II

Safety Sensitive: No

DOT: No

18. Train staff with regard to personal property, collections, seizure and sale. Make corrections to errors made by staff.
19. Train staff in downloading and importing motor vehicle records. Oversee the refund process for motor vehicle registration.
20. Submit purchase requisitions for office supplies.
21. Prepare and authorize payroll for an entire department or office.

### **Knowledge, Skills, and Abilities**

Knowledge of various computer applications such as word processing, spreadsheets, and data entry

Knowledge of variety of office machines including a ten-key by touch

Skilled in basic math and accounting for a high degree of accuracy working with legal and financial documents and money

Skilled in written and verbal communication

Skilled in performing detailed and complex analysis and preparing reports

Ability to effectively organize projects

Ability to efficiently organize and complete own work while supervising and training others in their work

Ability to solve problems and make decisions in the absence of department administrators

Ability to establish and maintain effective working relationships with those contacted in the course of work activities

### **Supervisory Responsibility**

This position trains, provides leadership and serves as a coach and mentor for other positions in the department.

### **Work Environment**

This job operates in a professional office environment. This position requires a high degree of accuracy, speed, and concentration. Deadline pressures exist while dealing with the public. This role routinely uses standard office equipment such as a laptop, desktop, smartphone, photocopiers, shredders, and filing cabinets. The noise level in the work environment is usually moderate.

### **Physical Demands**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

While performing the duties of this job, the employee is required to use manual dexterity to handle, feel, and operate objects, tools and controls, and reach with hands and arms. This employee is frequently required to stand, talk, and hear. Specific vision abilities by this job include close vision and ability to adjust focus. The employee is required to type, file and lift office supplies up to 25 pounds.

### **Position Type/ Expected Hours of Work**

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Incumbent must work 40 hours each week to maintain full-time status. There is availability to work out a flex schedule ahead of time that works for both the County and the employee. Occasional evening and weekend work may be required as job duties demand.

#### **Travel**

This position requires up to 5 percent travel.

#### **Required Education and Experience**

1. Associate's degree in business management or a generally related field
2. Three (3) years of accounting or collections experience with demonstrated competence
3. Equivalent combinations of education and experience may also be considered

#### **Preferred Education and Experience**

1. Preference may be given to applicants with lead or supervisory experience

#### **Additional Eligibility Qualifications**

1. Selected applicants may be subject to, and must pass, a background check

#### **AAP/EEO Statement**

It is the policy of Utah County Government to assure equal employment opportunity to its employees and applicants for employment without regard to race, color, religion, national origin, disability, age, sex, sexual orientation, genetic status or gender identity.

#### **Other Duties**

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee of this job. Duties, responsibilities, and activities may change at any time.

Utah County Government is a drug-free workplace.

**Below is to be completed after an offer has been extended and accepted.**

#### **Signatures**

This job description has been approved by all levels of management:

Manager \_\_\_\_\_

Department Head \_\_\_\_\_

HR Director \_\_\_\_\_

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Employee signature below constitutes employee's understanding of the requirements, essential functions and duties of the position

Employee\_\_\_\_\_ Date\_\_\_\_\_

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