

## **CREDIT AND COLLECTIONS ADMINISTRATOR**

**PURPOSE:** This classification will manage the City's accounts receivable asset to maximize cash generation and minimize risk by managing the over-arching credit and collection operation process.

### **FUNCTIONAL AREAS:**

1. Perform duties related to collecting outstanding receivables.
  - \* A. Monitor and analyze outstanding accounts receivable balances.
  - \* B. Collect property damage claims.
  - \* C. Collect City tax revenue.
  - \* D. Collect parking tickets and administrative fines.
  - \* E. Collect miscellaneous and other receivables as needed.
  
2. Develop and maintain customer service practices and standards.
  - \* A. Develop relationships and maintain contact with internal and external customers.
  - \* B. Assist various business functions of the City in operating efficiently and minimizing A/R risk.
  - \* C. Maintain positive relationships with all customers.
  
3. Develop, manage, and maintain standard collection processes and procedures.
  - \* A. Develop or update City policies and procedures that will aid various City divisions or departments in collecting accounts receivables.
  - \* B. Develop and maintain collection procedures for parking and administrative fine tickets.
  - \* C. Prepare accounts for referral to collection agencies or collection attorneys.
  - \* D. Maintain accurate and up to date computer files, confidential customer records and internal management reports.
  - \* E. Ensure all necessary correspondence and documentation for A/R assets happens in accordance to policy and procedures and applicable regulatory requirements.
  - \* F. Ensure legal documents are properly prepared and maintained.
  - \* G. Create and manage payment plans, settlements, and other recovery efforts, including evaluating and negotiating terms with collection agencies and collection attorneys.
  - \* H. Regularly review and recommend updates to applicable contracts to minimize risk to the City and negotiate commercial contracts.
  - \* I. Notify City management when problems arise or potential problems occur that may affect collection activities and make recommendations to correct or avoid these problems.
  - \* J. Prepare reports that define and evaluate accounts receivables and the potential for bad debt.
  - \* K. Perform other credit and collections job duties as assigned.

### **JOB REQUIREMENTS**

#### **Education & Experience Requirements**

- ❖ A. Bachelor's degree in Business Administration, or related field AND 5 years of commercial collections experience. OR
- ❖ B. Two-year degree in Business or related field AND 7 years of commercial collections experience.

Knowledge Requirements

- ❖ A. Knowledge of commercial collections processes.
- ❖ B. Knowledge of contract content, including terms and conditions, hold-harmless clauses, and indemnity clauses.
- ❖ C. Knowledge of applicable state and federal law regarding commercial collections.
- ❖ D. Knowledge of accounting principles.
- ❖ E. Knowledge of accounting practices in a government setting.
- ❖ F. Knowledge of data analysis techniques and processes.
- ❖ G. Knowledge of enterprise reporting systems.

Skill Requirements

- ❖ A. Personal computer and job-related software applications skills
- ❖ B. Skilled in MS office.
- ❖ C. Skills related to gathering, evaluating, and transmitting accounting, legal, and other related data.
- ❖ D. Effective written and oral communication skills.
- ❖ E. Effective verbal negotiation skills.

Ability Requirements

- ❖ A. Ability to respond to written and phone inquiries in a timely and accurate manner.
- ❖ B. Ability to read and negotiate commercial contracts.
- ❖ C. Ability to use sound judgment and make logical decisions.
- ❖ D. Ability to define and analyze problems based on the available information.
- ❖ E. Ability to interpret laws, ordinances, contracts, and policies and procedures and to explain them to others.
- ❖ F. Ability to maintain a professional demeanor at all times.
- ❖ G. Ability to complete work and to meet deadlines.
- ❖ H. Ability to maintain integrity at all times.
- ❖ I. Ability to work independently.
- ❖ J. Ability to operate computers and other office equipment.
- ❖ K. Ability to accurately and effectively exchange information with others.
- ❖ L. Ability to perform mathematical computations related to financial analysis and the collections process.

Physical Requirements

- ❖ A. Ability to sit for extended periods of time.
- ❖ B. Fine dexterity to operate computers and other office equipment.
- ❖ C. Visual acuity to read material and inspect documents for accuracy.
- ❖ D. Occasionally lift and carry office items weighing up to 20 pounds.
- ❖ E. Occasionally bend, stoop, and reach for supplies and files.
- ❖ F. Ability to attend work on a regular basis.

- \* Essential functions of the position
- ❖ Job requirements necessary the first day of employment

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