

CLASS SPECIFICATION
Liens Billing and Collections Supervisor

FLSA Status: Exempt
EEOC Job Category: 01 – Officials and Administrators
Union Representation: Nonrepresented

GENERAL PURPOSE

Under general supervision, plans, organizes and supervises the work of staff engaged in billing and collections of annual lien installment contracts; oversees delinquent collections; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

A Liens Billing and Collections Supervisor is responsible for supervising staff responsible for billing and collections activities associated with liens against real property established because of improvement district capital projects and code enforcement/nuisance abatement activities. The incumbent is responsible for ensuring that billing and collection activities are carried out accurately, in a timely manner, and in accordance with approved assessment methodologies, legal requirements, and sound management principles and practices. Work is highly detailed and requires providing to staff technical and procedural direction on a wide range of operational and interpretative assessment and lien matters. Liens Billing and Collections Supervisor is distinguished from other supervisors in the financial job family by the incumbent's specialization in supervising billing and collections on a variety of liens.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, supervises and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve unit's mission, goals and performance measures; participates in developing and monitoring performance measures against the biennial division budget; supervises, participates in developing, recommends and implements plans, systems, and procedures applicable to unit responsibilities.
2. Plans and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends merit increases and other rewards to recognize performance; recommends disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the City Charter, Code, human resources policies and labor contract agreements, subject to approval of the Auditor.

3. Provides leadership and works with staff to create a high performance, service-oriented work environment that supports the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.
4. Tracks delinquencies in payments; initiates the placement of fines and fees on delinquent accounts; works with escrow companies to obtain payments on liens upon property transfers; prepares responses to requests for payoff of liens; initiates pre-foreclosure proceedings on continuing delinquent accounts.
5. Responds to questions and concerns from property owners, outside agencies and the general public by telephone, in person or in writing.
6. Coordinates and participates in developing procedures for billing and collection of lien payments.

OTHER DUTIES

1. Prepares regular and periodic reports on collection activities.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Applicable law, including procedural requirements, associated with municipal liens and code enforcement/nuisance abatement liens and fines.
2. Principles and practices of public administration and the maintenance of public records.
3. City procedures and practices governing cash receipting and processing of financial transactions.
4. Principles and practices of sound business communication.
5. Principles and practices of effective supervision.
6. City human resources policies and labor contract provisions.

Ability to:

1. Research data, analyze problems, evaluate alternatives and develop sound conclusions and recommendations.
2. Organize work, set priorities and exercise sound judgment within established guidelines and strict time limits.

3. Understand, interpret, explain and apply law, relevant ordinances, regulations and policy.
4. Communicate effectively, orally and in writing.
5. Prepare clear, concise, accurate and comprehensive business and financial records and reports.
6. Operate a computer with spreadsheet software and other standard office equipment.
7. Establish effective working relationships with City managers, employees, property owners, outside counsel, escrow companies, representatives of other governmental agencies and others encountered in the course of work.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in public or business administration, finance or a closely related field; and at least three years of progressively responsible accounting or collections experience; or an equivalent combination of training and experience. Experience in a public agency is preferred.

Licenses; Certificates; Special Requirements:

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 07-01-02

Class entitled "Assessment and Liens Supervisor" was created as a result of Non-represented Classification & Compensation Study, 2000-2001. This class is composed of positions from the following classes:

0970 PROGRAM MANAGER II Adopted: 07-01-92

Revised: 11-01-02

The specification for this single-position classification was re-titled and re-written to more accurately reflect current duties in response to a Request for Reconsideration filed in August, 2002. The specification was revised on 11-01-02, and applies retroactive to 07-01-02.

June 2009 - Change Job Class number from 7399 to 30000585, due to system change.