



COUNTY OF HIDALGO

Department of Human Resources

Job Title: **SUPERVISOR III, COLLECTIONS**
Grade: 13

The County of Hidalgo Department of Human Resources reserves the right to select candidates considered to be the most highly qualified based on education and experience. The hiring department will interview and select the candidates provided by the Department of Human Resources.

GENERAL DESCRIPTION

Plans, coordinates and directs activities of staff involved in the collection of revenues from various types of licensing and permitting fees/assessments; Provides administrative support requiring independent decision making, personnel analysis, balancing and complex reporting in support of an entire County collection function. Prepare and refer accounts to collections and coordinates collectible accounts with collection agency. Employee has extensive latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED

Supervises department employees involved in customer collections, including hiring, retention, promotion, training, assigning work and evaluating performance

Provides training, assigns and monitors work, and determines vacation schedules

Participates in the preparation of the yearly budget

Prepares and submits reports, often extensive and long term, as required by State law and County procedures

Uses highest authorization to perform corrections to all restricted files including reversal of record transactions

Assists in resolving confidential personnel issues

Provides information regarding department policies, procedures, and general information to County employees and also to the public

Communicates with other departments to complete joint reports and projects

Coordinates department-wide projects and prepares related final products

Provides support for all clerical and collection functions in department

Attends various meetings in behalf of department administrators

Resolves complex customer concerns or difficult transactions

Analyzes and resolves staff, equipment and operating problems

Plans and conducts staff meeting and advises staff of changes in policies and procedures

Assists in developing computer programs to increase section efficiency

Compiles periodic production and income reports as requested

Scheduling, supervision and evaluation of work of others

Performs advanced computerized account recordkeeping and analyses of collectible accounts

Performs related work as assigned

EXPERIENCE AND EDUCATION

Graduation from an accredited four (4) year college or university with a Bachelor Degree in Business, Public Administration, Accounting, Finance or related field

Five (5) years of accounting and/or collections experience including two (2) years of supervisory experience

Two (2) years of related experience may be substituted for one (1) year of education

CERTIFICATES, LICENSES AND REGISTRATION

Must have a current valid Texas motor vehicle operator's license

Must be able to be insured by the County's insurance carrier

KNOWLEDGE, SKILLS AND ABILITIES

Must possess required knowledge, skills, abilities and experience and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed

Extensive knowledge of computer applications such as Microsoft Word, Excel and PowerPoint

Skill in identifying and resolving problems or situations requiring the understanding of payroll principles and the exercise of good judgment

Able to use (10) key calculator by touch while maintaining accuracy

Must be able to meet deadlines and work quickly and accurately under pressure

Knowledge of county processing policies and procedures

Understand record keeping techniques

Able to utilize all office equipment

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 regularly required to talk or hear. The employee frequently is required to stand. The employee is occasionally required to walk; sit; use hands to find, handle, or feel objects, tools or controls; reach with hands and arms; climb or balance; stoop and kneel.

The employee must occasionally lift and/or move over twenty-five (25) pounds. Specific vision abilities required by this job include close vision, depth perception, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounter while performing the essential functions of this job.

The noise level in the work environment is usually moderate.

SAFETY REQUIREMENTS

Maintain physical conditions appropriate to the performance of assigned duties and responsibilities which may include the following:

- sitting for extended periods of time
- standing for extended periods of time
- operating assigned equipment

Maintain mental capacity which permits:

- making sound decisions and using good judgment
- demonstrating intellectual capabilities

Effectively handle a work environment and conditions which involve:

- working closely with others
- working in a multi-task environment

Maintain effective audio-visual discrimination and perception needed for:

- making observations
- reading and writing
- operating assigned equipment
- communication with others
- required to follow the County of Hidalgo Accident Prevention Plan and department's safety regulations