

COLLECTIONS COORDINATOR

DEFINITION

Under general supervision of the Department of Human Services' Administrative Services Manager, administers and coordinates a department - wide collections program for the collection of accounts receivable; supervises collections unit personnel; researches, identifies, implements and maintains collection systems; manages the computerization of collection systems; performs related duties as required.

EXAMPLES OF DUTIES

Develops, implements and administers a department - wide collections program; manages the development, installation and administration of a revenue accounting and tracking system; supervises collections unit staff including making work assignments, evaluating work product, coordinating work flow and effectively recommending personnel actions such as hiring and disciplinary actions; researches and evaluates the collections needs of departmental divisions and recommends related tracking procedures for securing the information needed to achieve collection goals; establishes and maintains effective working relationships with county, state and federal personnel as well as the general public; develops, implements and maintains a department - wide method of operations including the billing process and timely follow-up of delinquent accounts; prepares and presents narrative and statistical reports on collections activity; develops, implements and maintains collection management tools such as overdue accounts reporting, receivable ratios and collection cost analysis.

EMPLOYMENT STANDARDS

Education and Experience: A bachelor's degree in business administration (preferably with an accounting major) and two years of professional work experience in the administration of accounts receivable, billing and collections including delinquent accounts. Supervisory experience is preferred.

Knowledges and Abilities: Advanced knowledge of delinquent account collection methods; knowledge of accounts receivable and revenue accounting principles; ability to communicate effectively orally and in writing; ability to effectively supervise personnel.