

## **CITY OF MESQUITE**

### **JOB DESCRIPTION**

**JOB TITLE:** Assistant Manager of Collections

**JOB NO:** PM093222

**FLSA:** Exempt

**JOB FAMILY:** Professional/Managerial

**SAFETY SENSITIVE:** No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

### **GENERAL SUMMARY**

Assist in managing, directing, supervising and coordinating the activities of the Collections Division within the Finance Department; coordinate collection activities with other divisions, departments and outside agencies; and provide highly responsible and complex administrative support to the Manager of Collections and Finance Director.

### **SUPERVISION**

General supervision is provided by the Manager of Collections. Responsible for supervision of Collections Division Supervisors.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. All behaviors comply with the Code of Conduct and Rules of Behavior outlined in Chapter 8 of the General Government Policies and Procedures Manual.
2. Assist in management responsibility for all services and activities of the Collections Division.
3. Participate in and coordinate court related activities including contact with the Police Department, Legal Department and Municipal Court Judge.
4. Participate in assisting the public in person and by phone; participate in problem solving and research activities for municipal court defendants, taxpayers and water utility customers as required.
5. Assist in the development and implementation of goals, objectives, policies, and priorities for the Collections Division; recommend, within departmental policy, appropriate service and staffing levels; recommend and administer policies and procedures.
6. Assist in monitoring and evaluating the efficiency and effectiveness of service delivery methods and procedures; assess and monitor work load, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and review with the Manager of Collections and Finance Director; implement improvements as directed.

7. Participate in the selection, training, motivating and evaluating of Collections Division personnel; provide or coordinate staff training; work with employees to correct deficiencies; participate in the implementation of discipline and termination procedures. Provide timely, accurate and thorough Performance Reviews for supervised employees.
8. Participate in planning, directing, coordinating and reviewing the work of Collection Division staff; meet with staff to identify and resolve problems; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
9. Assist in reviewing and verifying a variety of documents and forms for the Collections Division including tax statements, citations and utility bills.
10. Assist in the preparation of difficult and complex administrative reports including tax rates and appraisal rolls; prepare and analyze a variety of reports; maintain and balance tax roll.
11. Assist in the development, implementation and administration of computerized billings and collections systems including tax, water, court and cash collections; coordinate interfaces of such systems to the accounting system.
12. Participate in the development and administration of the Collections Division annual budget; recommend needs for staffing, equipment, materials and supplies; monitor and approve expenditures; recommend and implement adjustments as necessary.
13. Review and sign various documents including check requests, complaints, appeal bonds, jury summons, and summons to defendants.
14. Assist as a liaison for the Collections Division with other City departments, divisions and outside agencies including Mesquite Independent School District, and Dallas Central Appraisal District; provide assistance to tax attorneys for lawsuits involving taxes including delinquency.
15. Assist in providing staff support for the development of the City's Geographic Information System including development of the base map and Collections Division GIS applications.
16. Assist in planning, directing, coordinating and reviewing the billing and collection of real and personal property taxes for the City and Mesquite Independent School District; provide assistance with distribution of tax collections.
17. Assist in providing administrative support to assist Mesquite Independent School District superintendent and other MISD staff in property tax matters.
18. Assist in coordinating semi-annual Joint Tax Committee meetings, develop agenda and supporting documentation.
19. Assist in coordinating delinquent collections with outside attorney for ad valorem taxes, water utility bills, paving assessments and municipal court warrants.

20. Assist in providing staff support to a variety of boards and commissions; attend and participate in professional groups, committees and seminars; stay abreast of new trends and developments in the field of finance.
21. Assist in coordinating Collections Division records retention.
22. Respond to and resolve difficult and sensitive citizen inquiries and complaints.

### **OTHER DUTIES AND RESPONSIBILITIES**

1. Provide administrative support to assist the Manager of Collections, Finance Director and other staff in the completion of their duties and responsibilities; provide training and direction to other department staff as needed.
2. Assist subordinate staff in maintenance relating to maps and plats of subdivisions and acreage.
3. Perform other duties as assigned.

### **MINIMUM JOB REQUIREMENTS**

#### **EDUCATION**

Bachelor's degree from an accredited college or university with major coursework in accounting, finance or other related field; or equivalent combination of education and collections work experience.

#### **EXPERIENCE**

Four years of increasingly responsible experience in finance, accounting, or collections including two years of administrative and supervisory responsibility.

#### **LICENSES AND CERTIFICATES**

Possession of a valid Class C Texas driver's license.

### **COMPETENCIES**

A supervisor's performance will be evaluated based on five employee competencies and five supervisor competencies.

The five employee competencies are...

- 1) Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic.

The five supervisor competencies are...

- 1) Leadership & Results Orientation; 2) Coaching, Mentoring and Developing Employees;
- 3) Communications and Maintaining an Open Mind; 4) Vision & Innovation; and 5) Empathy.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

### **Knowledge of:**

Principles and practices of supervision, training and personnel management.

Pertinent federal, state and local laws, codes and regulations, particularly those applicable to governmental accounting, tax, municipal court and finance.

Accounting theory, principles and practices and their application to a wide variety of accounting transactions and problems in a municipal government.

Principles and practices of complex financial reporting.

Principles and practices of municipal budget preparation, administration, revenue forecasting and analysis, finance and fiscal planning.

Current social, political and economic trends and operating problems regarding governmental accounting, tax, municipal court or finance.

### **Skill in:**

Compiling and preparing complex analytical financial and administrative data for reports.

Analyzing and forecasting alternate management and financial policies.

Operating various types of office equipment including computers and adding machines.

### **Ability to:**

Supervise, train and evaluate assigned staff.

Interpret and apply pertinent federal, state and local laws, codes and regulations.

Develop and administer complex computerized billing and collection systems.

Analyze and interpret fiscal records and prepare accurate and complete financial reports.

Prepare and administer a budget.

Establish and maintain cooperative working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Pass a medical physical examination.

Meet the City's driving standards.

**PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT**

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *communicating with others*
- *operating assigned equipment*

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

- *sitting for extended periods of time*
- *lifting objects up to 34 lbs.*

\_\_\_\_\_  
Director of Human Resources

\_\_\_\_\_  
Date

\_\_\_\_\_  
Department Director

\_\_\_\_\_  
Date

\_\_\_\_\_  
Immediate Supervisor

\_\_\_\_\_  
Date

**ORIGINAL DATE ISSUED: JUNE 2004**

**REVISION ISSUE DATE:**