



CITY OF HOUSTON

JOB DESCRIPTION

Job Code: 376.3

Job Title: **SENIOR COLLECTOR/ADJUSTOR**

Pay Grade: 11

GENERAL SUMMARY:

Collects revenue associated with various permits, licenses and lien assessments. Provides customer assistance by researching and resolving customer inquiries and complaints.

RESPONSIBILITIES:

- Recommends action on applications for various permits, licenses and lien releases.
- Prepares, maintains and monitors various records and reports.
- Assists supervisor in research related to citizen complaints, issuance of refunds and lien releases.
- Collects and records payments and fees from customers; performs other routine tasks associated with the receipt or deposit of various payments.
- Provides information on paving assessments, water/sewer liens, demolition liens, and payoff information to title companies, City departments and citizens.
- Responds to walk-in and telephone customers with various inquiries, i.e., billings, complaints, payment agreements and delinquent accounts. Responds to inquiries sent by mail and facsimile.
- Performs computer data entry activities to record information on accounts.
- Researches and reviews records by using computer and microfiche; prepares documentation to make adjustments.
- Researches and reviews accounts, gathers information and requests field investigations.
- Distributes applications to citizens for various permits and licenses.
- Provides information on ordinances, application procedures and billing statements.
- Verifies new accounts with other City departments and external agencies.
- Performs other duties as assigned.

SPECIFICATIONS:

KNOWLEDGE:

Basic knowledge of grammar, spelling, punctuation and simple mathematical functions like percentages, ratios, etc. as might normally be acquired through attainment of a high school diploma or a GED. May require a valid Texas driver's license and compliance with the City of Houston's policy on driving.

SPECIFICATIONS: (continued)

EXPERIENCE:

Two years of experience in collecting delinquent accounts, accounts control, or a closely related field are required.

COMPLEXITY:

Work consists of routine standard procedures and tasks where simple analytical ability is required to select and execute actions.

IMPACT OF ACTIONS:

Errors in work typically lead to minor inconvenience and costs. Work is typically performed under close to moderate supervision of routine duties to ensure completion of tasks. The supervisor is generally close by to answer questions.

SUPERVISION EXERCISED:

Direct Supervision:

No direct report employees.

Indirect Supervision:

No indirect reports.

CONTACTS:

Internal Contacts:

Level of internal contact is extremely infrequent with virtually no contact beyond the immediate work unit/area. Interaction involves routine information exchange and/or simple service activity requiring common courtesy; e.g., answering questions, giving directions in response to simple requests.

External Contacts:

Level of external contact is primarily with citizens, visitors and/or mid-level representatives of government agencies, guests, vendors and professional contacts with allied organizations. Interaction involves information exchange and/or simple service activity requiring moderate tact and cooperation.

PHYSICAL EFFORT:

The position routinely requires lifting of moderately heavy items, such as typewriters or records boxes (up to 40 pounds) and/or very long periods of walking on rough surfaces on a routine basis.

WORK ENVIRONMENT:

There are occasional exposures to significant levels of heat, cold, moisture and air pollution. The position may involve infrequent exposure to chemical substances and physical trauma of a minor nature such as cuts, bruises and minor burns.

PHYSICAL SKILL:

Requires the ability to make coordinated gross motor movements in response to changing external stimuli within moderately demanding tolerances; or the ability to make coordinated eye/hand movements on a patterned response space within low tolerance demands with no real speed requirements.

MISCELLANEOUS:

All duties and responsibilities may not be included in the above job description.

JOB FAMILY:

Collector/Adjustor
Senior Collector/Adjustor
Collections Supervisor

Effective: October 1990

Revised: October 1993