



# CITY OF HOUSTON

## JOB DESCRIPTION

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Job Code: 376.6

Job Title: **COLLECTIONS SUPERVISOR**

Pay Grade: 18

### **GENERAL SUMMARY:**

Plans, coordinates and directs activities of staff involved in the collection of revenues from various types of licensing and permitting fees/assessments, license enforcement fines and City parking meters.

### **RESPONSIBILITIES:**

- Organizes, assigns and monitors work of subordinates.
- Analyzes and resolves staff, equipment and operating problems.
- Reviews, interprets and implements policies and procedures for the collection/enforcement of applicable assessments, fees, permits, etc.
- 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.

### **SPECIFICATIONS:**

#### **KNOWLEDGE:**

Requires an Associate's degree in Business Administration, Accounting, Finance or a directly related field.

#### **EXPERIENCE:**

Three years of experience in collecting delinquent accounts, accounts control, or a closely related field are required. Directly related experience may be substituted for the educational requirement on a year-for-year basis.

#### **COMPLEXITY:**

Work consists of fairly standard procedures and tasks where basic analytic ability is required, as in the comparison of numbers and simple facts in selecting the correct action.

#### **IMPACT OF ACTIONS:**

Errors in work cause some expense and inconvenience. Work is typically performed under moderate to limited supervision with standard operating procedures. The incumbent functions under general review and at times autonomously, with the supervisor available to answer more difficult questions.

#### **SUPERVISION EXERCISED:**

##### **Direct Supervision:**

Involves scheduling, supervision and evaluation of work as a "first-line supervisor", recommends personnel actions such as hirings, terminations, and pay changes of non-supervisory personnel.

## **SPECIFICATIONS: (continued)**

### **SUPERVISION EXERCISED: (continued)**

#### **Indirect Supervision:**

No indirect reports.

### **CONTACTS:**

#### **Internal Contacts:**

Level of internal contact is primarily with professionals and supervisors. 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 requires moderate tact and cooperation; e.g., responding to questions which require some research to provide the correct answer.

### **PHYSICAL EFFORT:**

The position is physically comfortable; the individual has discretion about walking, standing, etc.

### **WORK ENVIRONMENT:**

There are no major sources of discomfort, i.e., essentially normal office environment with acceptable lighting, temperature and air conditions.

### **PHYSICAL SKILL:**

Requires the ability to make simple gross motor responses within large tolerances.

## **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: May 1996*