



Code: 0237

Family: Accounting and Finance

Service: Administrative

Group: Clerical, Accounting, and General Office Group

Series: Cash, Receiving and Disbursing Series

CLASS TITLE: COORDINATOR OF PAYMENT SERVICES

CHARACTERISTICS OF THE CLASS

Under general supervision, oversees supervisors at neighborhood payment centers and directly supervises staff providing customer service and performing revenue collection activities at the City Hall payment center, and performs related duties as required

ESSENTIAL DUTIES

- Manages and coordinates the activities at neighborhood payment sites including responding to customer inquiries and processing payments for various transactions (e.g., City taxes, business and animal licenses, vehicle stickers, parking citations, other fees and services)
- Conducts site visits to ensure payment centers are in compliance with standard operating procedures and work practices
- Schedules payment center personnel on a rotating basis for weekend assignments and ensures adequate staff coverage during vacations and renewal periods
- Participates in the development and implementation of customer service and payment processing procedures
- Prepares written instructions and coordinates training with private vendors to inform staff of new or modified revenue collection methods and systems operations
- Functions as liaison with information technology consultants responsible for installing and enhancing computer systems and monitors system efficiency to inform vendors of related problems
- Oversees and monitors staff assigned to the City Hall payment center site responsible for responding to customer inquiries and processing payments for related fines and fees
- Reviews work of staff responsible for the reconciliation of daily receipts with actual revenue collected
- Prepares statistical and narrative reports summarizing customer service and payment processing activities at the City Hall payment center
- Establishes performance measures and evaluates performance of subordinate staff
- Provides technical assistance to site supervisors with atypical or sensitive revenue collection inquiries and resolves payment disputes with irate customers, as needed
- Acts as a liaison with City departments and intergovernmental agencies to effectively coordinate revenue collection efforts

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Six years of work experience in cashiering or payment disbursement, bookkeeping or para-professional accounting work, of which two years are in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training, and experience.

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator, adding machine)
- Computers and peripheral equipment (e.g., personal computer, computer terminals, hand-held computer, modems)
- Cash register
- Telecheck machine

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Considerable knowledge of:

- customer service techniques
- applicable computer software packages (e.g., accounting software, data management software) and applications
- cashiering methods, practices, and procedures
- revenue security methods, practices, and procedures

Moderate knowledge of:

- city business licenses and fee requirements
- supervisory methods, practices, and procedures

Knowledge of applicable City and department ordinances, policies, procedures, and regulations

Skills

- **ACTIVE LEARNING** - Understand the implications of new information for both current and future problem-solving and decision-making
- **ACTIVE LISTENING** - Give full attention to what other people are saying, take time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- **CRITICAL THINKING** - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- **MONITORING** - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- **MANAGEMENT OF PERSONNEL RESOURCES** - Motivate, develop, and direct people as they work and identify the best people for the job
- **INSTRUCTING** - Teach others how to do something

- JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS - Add, subtract, multiply, or divide quickly and correctly

Other Work Requirements

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

Other characteristics as required for successful performance in the Supervisor of Payment Center class

All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources

November, 2011