



Code: 0248

Family: Accounting and Finance

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Cash Receiving and Disbursing

CLASS TITLE: SUPERVISOR OF PAYMENT CENTER

CHARACTERISTICS OF THE CLASS

Under general supervision, supervises staff providing customer service and performing revenue collection activities at a designated City of Chicago payment center, and performs related duties as required

ESSENTIAL DUTIES

- Supervises and monitors staff responding to inquiries from customers (e.g., outstanding and unpaid parking tickets, booted and towed vehicles, related fines and fees)
- Oversees staff engaged in receiving and processing payments for parking tickets, taxes, business licenses, vehicle stickers, water bills and any other payments due to the city
- Monitors work flow and schedules assignments to ensure the timely servicing of customers and the efficient collection of revenue
- Reconciles cashier receipts against revenues collected and prepares paperwork to deposit monies into appropriate accounts
- Processes and sets-up installment payment plans for Water bills and oversees the collection of partial payments related to payment plan agreements
- Coordinates and oversees intake application procedures and related processes for Senior Citizen exemptions for Water and Sewer collections resulting in reduced bill payments
- Prepares productivity reports summarizing sites collection activities
- Assists staff in resolving customer service issues and reconciling daily cash receipts
- Trains staff in new or modified revenue collection methods
- Monitors payment center activities and recommends procedures to improve revenue collection and customer service activities
- Monitors work flow and to ensure the efficient operation of computer systems, cashiering and office equipment used in processing payments
- Communicates with city personnel in expediting the release of immobilized vehicles once all payments are received
- Gathers and transmits information to City departments and intergovernmental agencies to cross reference payment records, as required
- Gathers and organizes case files for scheduled administrative hearings

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

- Five years of work experience in cashiering or payment disbursement, bookkeeping or para-professional accounting work, of which one year is 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
- **INSTRUCTING** - Teach others how to do something

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
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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