



**Code: 0275**

Family: Accounting and Finance

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Cash Receiving and Disbursing

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## **CLASS TITLE: ASSISTANT MANAGER OF COLLECTIONS**

### **CHARACTERISTICS OF THE CLASS**

Under general supervision, assists in the administration of the daily operations of the City's revenue collection systems, and performs related duties as required

### **ESSENTIAL DUTIES**

- Assists in the development, control of budgetary and personnel functions within a unit responsible for cashiering, intra-government, mail and vault collections systems, and program activities
- Supervises or assists in supervising staff performing customer service, clerical and administrative duties pertaining to the collection and tracking of revenues collected within a unit or program
- Manages parking, red light, and speed violation fines; and emergency medical service collection operations
- Conducts research of database files and records to produce work reports
- Relays directives and interprets policies and procedures to unit staff
- Ensures the effectiveness of specialized collection operations
- Assists in the development of performance standards
- Assists in or conducts administrative studies and reviews program operations for the improvement of operating efficiency
- Troubleshoots and assists in relevant payment issues (e.g., parking ticket payment errors, payment adjustments for cashiers and law firms)
- Manages off-site staff and collects related reports

**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**

- Graduation from an accredited college or university with a Bachelor's degree in Accounting or a directly related field with 15 semester hours in Accounting, plus four (4) years of professional accounting or revenue collection experience, of which one (1) year is in a supervisory role related to the responsibilities of the position; or an equivalent combination of education, training, and experience, provided the minimum degree requirement is met

#### **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)

**PHYSICAL REQUIREMENTS**

- No specific requirements

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

Moderate knowledge of:

- \*generally accepted accounting principles, methods, practices, and procedures
- organizational structure of City departments

Some knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- applicable financial analysis principles, methods, practices, and procedures
- \*supervisory methods, practices, and procedures
- budget preparation and management methods, practices, and procedures
- cashiering methods, practices, and procedures
- research methods and procedures
- \*customer service techniques

Knowledge of applicable City and department policies, procedures, rules, 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, taking 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
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*TIME MANAGEMENT - Manage one's own time and the time of others
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- NEGOTIATION - Bring others together and trying to reconcile differences
- \*SERVICE ORIENTATION - Actively look for ways to help people

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- \*SOCIAL PERCEPTIVENESS - Demonstrate awareness of others' reactions and understand why they react as they do
- \*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
- MAKE SENSE OF INFORMATION - Quickly make sense of, combine, and organize information into meaningful patterns
- REACH CONCLUSIONS - Combine pieces of information to form general rules or conclusions (includes finding a relationship among seemingly unrelated events)

**Other Work Requirements**

- PERSISTENCE - Persist in the face of obstacles on the job
  - INITIATIVE - Demonstrate willingness to take on job challenges
  - LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
  - COOPERATION - Be pleasant with others on the job and display a good-natured, cooperative attitude
  - CONCERN FOR OTHERS - Demonstrate sensitivity to others' needs and feelings and be understanding and helpful on the job
  - SELF-CONTROL - Maintain composure, keep emotions in check even in very difficult situations, control anger, and avoid aggressive behavior
  - STRESS TOLERANCE - Accept criticism and deal calmly and effectively with high stress situations
  - ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
  - DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
  - ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks
  - INDEPENDENCE - Develop own ways of doing things, guide oneself with little or no supervision, and depend mainly on oneself to get things done
  - ANALYTICAL THINKING - Analyze information and using logic to address work or job issues and problems
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**CLASS TITLE: ASSISTANT MANAGER OF COLLECTIONS**

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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.

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City of Chicago  
Department of Human Resources  
February, 2016