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

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