



Human Resources

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DATE: September 6, 2022
TO: Civil Service Board
FROM: Chris Kohel
Human Resources Generalist
SUBJECT: Revised Job Classification of Credit & Collections Administrator

RECOMMENDATION: APPROVAL OF THE REVISED JOB DESCRIPTION FOR THE CLASSIFICATION OF CREDIT & COLLECTIONS ADMINISTRATOR.

Background Information/Summary of Job

As you are aware, the City is undertaking a job description review on all job descriptions last revised over 10 years ago. During this project, the job descriptions are being reviewed by both the supervisor of the position, as well as the incumbent(s). The intent of this process is to ensure that the description reflects the current duties of the position, as well as the education, experience, knowledge, skills, and abilities (KSAs) required to perform those duties.

In addition to the revision of the classification specific duties and KSAs, the Human Resources team has created standardized language that is included in all job descriptions and varies slightly based on their level of responsibility. You will see those language additions throughout the revised descriptions, including two new sections regarding supervision received and supervision given.

The Credit & Collections Administrator was last revised in August 2011. The purpose of this position is to manage the City's accounts receivable asset to maximize cash generation and minimize risk by managing the over-arching credit and collection operation process. The major/primary changes to the job description are very minimal.

The job classification was discussed with the Basic Union and incumbents, and all are agreeable to the proposed job description.

Recommendation

Based on the above information, and in accordance with Section 13-7 of the Civil Service Code, I recommend that the Civil Service Board approve the revised job description for Credit & Collections Administrator.

Credit & Collections Administrator

SUMMARY/PURPOSE

To manage the City's accounts receivable asset to maximize cash generation and minimize risk by managing the over-arching credit and collection operation process.

SUPERVISION RECEIVED

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Monitor and analyze outstanding accounts receivable balances across the Finance Department, Parking Department, and other City departments as necessary.
2. Collect City tourism tax revenue, parking tickets, administrative fines, and other miscellaneous receivables as needed.
3. Maintain a City revenue recapture account with the Minnesota Department of Revenue.
4. Develop relationships and maintain contact with internal and external customers.
5. Develop and maintain collection procedures for parking and administrative fine tickets and other receivables as needed.
6. Prepare accounts for referral to collection agencies or collection attorneys.
7. Document all collection efforts in a manner that will provide sufficient detail of all collections efforts.
8. Ensure collection efforts and correspondence are in accordance to policy and procedures and applicable regulatory requirements.
9. Create and manage payment plans, settlements, and other recovery efforts, including evaluating and negotiating terms with collection agencies and collection attorneys.
10. Notify City management when problems arise, or potential problems occur that may affect collection activities, and make recommendations to correct or avoid these problems.
11. Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
12. Other duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
 - A. Associate's Degree in Business or a related professional field, and five (5) years of related professional experience; OR a Bachelor's Degree in Business Administration or a related professional field, and three (3) years of related professional experience; OR a minimum of seven (7) years of related education and/or full-time, verifiable credit and collections experience.
2. License Requirements
 - A. No specific licenses required.
3. Knowledge Requirements
 - A. General knowledge of commercial collections processes.
 - B. General knowledge of applicable state and federal law regarding commercial collections.

- C. Working knowledge of accounting practices in a government setting.
 - D. Working knowledge of data analysis techniques and processes.
 - E. Working knowledge of collection data management and documentation..
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of applicable safety requirements.
 - H. Knowledge of, or the ability to learn, City policies and procedures.
4. Skill Requirements
- A. Skills related to gathering, evaluating, and transmitting accounting, legal, and other related data.
 - B. Skill in verbal negotiations.
 - C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - D. Skill in managing one's own time.
 - E. Skill in completing assignments accurately and with attention to detail.
5. Ability Requirements
- A. Ability to respond to written and phone inquiries in a timely and accurate manner.
 - B. Ability to handle difficult and stressful situations with professional composure.
 - C. Ability to work independently and use sound judgment to make logical decisions.
 - D. Ability to interpret laws, ordinances, contracts, and policies and procedures.
 - E. Ability to maintain a professional demeanor and integrity at all times.
 - F. Ability to perform mathematical computations related to financial analysis and the collections process.
 - G. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
 - H. Ability to communicate and interact effectively with members of the public.
 - I. Ability to communicate effectively both orally and in writing.
 - J. Ability to understand and follow instructions.
 - K. Ability to problem-solve a variety of situations.
 - L. Ability to set priorities and complete assignments on time.
 - M. Ability to attend work as scheduled and/or required.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, files, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, (e.g., use of safe work practices with office equipment, avoidance of trips and falls, , etc.). The work area is adequately lighted, heated, and ventilated.

HR: CK	Union: Basic	EEOC: Professionals	CSB:	Class No: 1824
WC: 8810	Pay:	EEOF: Admin/Finance	CC:	Resolution:

Credit & Collections Administrator

SUMMARY/PURPOSE: ~~This classification will~~

To manage the City's City's accounts receivable asset to maximize cash generation and minimize risk by managing the over-arching credit and collection operation process.

FUNCTIONAL AREAS:

~~1. Perform duties related to collecting outstanding receivables.~~

~~A. SUPERVISION RECEIVED~~

For both one-of-a-kind and repetitive tasks, the supervisor makes specific assignments that are accompanied by clear, detailed, and specific instructions. Incumbents work as instructed and consult with the supervisor.

SUPERVISION GIVEN

Does not supervise.

ESSENTIAL DUTIES AND RESPONSIBILITIES

~~*1. Monitor and analyze outstanding accounts receivable balances across the Finance Department, Parking Department, and other City departments as necessary.~~

~~* B. Collect property damage claims.~~

~~* C. Collect City tourism tax revenue.~~

~~* D. Collect parking tickets and administrative fines.~~

~~*2. E. Collect and other miscellaneous and other receivables as needed.~~

~~2. Develop and maintain customer service practices and standards.~~

~~3. A. Maintain a City revenue recapture account with the Minnesota Department of Revenue.~~

~~*4. Develop relationships and maintain contact with internal and external customers.~~

~~* B. Assist various business functions of the City in operating efficiently and minimizing A/R risk.~~

~~* C. Maintain positive relationships with all customers.~~

~~3. Develop, manage, and maintain standard collection processes and procedures.~~

~~* A. Develop or update City policies and procedures that will aid various City divisions or departments in collecting accounts receivables.~~

~~*5. B. Develop and maintain collection procedures for parking and administrative fine tickets and other receivables as needed.~~

~~*6. C. Prepare accounts for referral to collection agencies or collection attorneys.~~

~~* D. Maintain accurate and up to date computer files, confidential customer records and internal management reports.~~

~~7. E. Document all collection efforts in a manner that will provide sufficient detail of all collections efforts.~~

~~* Ensure all necessary collection efforts and correspondence and documentation for A/R assets happens in~~

~~8. are in accordance to policy and procedures and applicable regulatory requirements.~~

~~* F. Ensure legal documents are properly prepared and maintained.~~

~~9. G. Create and manage payment plans, settlements, and other recovery efforts, including evaluating and negotiating terms with collection agencies and collection attorneys.~~

~~* H. Regularly review and recommend updates to applicable contracts to minimize risk to the City and negotiate commercial contracts.~~

- *10. ~~I. Notify City management when problems arise, or potential problems occur that may affect collection activities, and make recommendations to correct or avoid these problems.~~
~~* J. Prepare reports that define and evaluate accounts receivables and the potential for bad debt.~~
11. ~~K. Perform other credit and collections job~~ Be an effective team member by exhibiting self-motivation, supporting other employees in handling tasks, interacting effectively and respectfully with others, showing a desire to contribute to the team effort, accepting assignments willingly, and completing tasks within agreed upon timelines.
- *12. ~~Other duties as~~ may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements

- ❖ ~~A. Bachelor's/Associate's Degree in Business Administration, or a related professional field AND, and five (5) years of commercial collections experience. OR~~
- ❖ ~~B. Two year degree in Business or related professional experience; OR a Bachelor's Degree in Business Administration or a related professional field AND 7, and three (3) years of commercial collections~~
 - A. related professional experience; OR a minimum of seven (7) years of related education and/or full-time, verifiable credit and collections experience.

2. License Requirements

- A. No specific licenses required.

3. Knowledge Requirements

- ❖ ~~A. General knowledge of commercial collections processes.~~
- ❖ ~~B. Knowledge of contract content, including terms and conditions, hold harmless clauses, and indemnity clauses.~~
- ❖ ~~B. C. General knowledge of applicable state and federal law regarding commercial collections.~~
- ❖ ~~D. Knowledge of accounting principles.~~
 - ❖ ~~C. E. Working knowledge of accounting practices in a government setting.~~
 - ❖ ~~D. F. Working knowledge of data analysis techniques and processes.~~
 - E. G. Working knowledge of collection data management and documentation.
 - F. Knowledge of problem-solving and conflict-resolution techniques.
 - G. Knowledge of enterprise reporting systems/applicable safety requirements.
 - ❖ H. Knowledge of, or the ability to learn, City policies and procedures.

4. Skill Requirements

- ❖ ~~A. Personal computer and job-related software applications skills~~
- ❖ ~~B. Skilled in MS office.~~
 - A. C. Skills related to gathering, evaluating, and transmitting accounting, legal, and other related data.
- ❖ ~~D. Effective written and oral communication skills.~~
 - B. E. Effective Skill in verbal negotiation skills/negotiations.
 - C. Skill in the operation of office equipment including, but not limited to, general computer systems, job required software applications, the internet, and modern office equipment.
 - D. Skill in managing one's own time.

- ❖ E. Skill in completing assignments accurately and with attention to detail.

5. Ability Requirements

- ❖ A. A. Ability to respond to written and phone inquiries in a timely and accurate manner.
- ❖ B. B. Ability to ~~read~~ handle difficult and ~~negotiate commercial contracts~~ stressful situations with professional composure.
- ❖ C. C. Ability to work independently and use sound judgment and to make logical decisions.
- ❖ D. D. Ability to define and analyze problems based on the available information.
- ❖ E. E. Ability to interpret laws, ordinances, contracts, and policies and procedures and to explain them to others.
- ❖ F. F. Ability to maintain a professional demeanor at all times.
- ❖ G. G. Ability to complete work and to meet deadlines.
- ❖ H. H. Ability to maintain integrity at all times.
- ❖ I. I. Ability to work independently.
- ❖ J. J. Ability to operate computers and other office equipment.
- ❖ K. K. Ability to accurately and effectively exchange information with others.
- ❖ L. L. Ability to perform mathematical computations related to financial analysis and the collections process.

Physical Requirements

- ❖ A. Ability to sit for extended periods of time.
- ❖ B. Fine dexterity to operate computers and other office equipment.
- ❖ C. Visual acuity to read material and inspect documents for accuracy.
- ❖ D. Occasionally lift and carry office items weighing up to 20 pounds.
- ❖ E. Occasionally bend, stoop, and reach for supplies and files.
- ❖ F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
- ❖ G. Ability to communicate and interact effectively with members of the public.
- ❖ H. Ability to communicate effectively both orally and in writing.
- ❖ I. Ability to understand and follow instructions.
- ❖ J. Ability to problem-solve a variety of situations.
- ❖ K. Ability to set priorities and complete assignments on time.
- ❖ L. Ability to attend work on a regular basis as scheduled and/or required.

* Essential functions of the position

Job requirements necessary the first day of employmentPhysical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking, standing, bending; carrying of light items such as papers, books, files, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts requiring normal safety precautions typical of places such as offices, (e.g., use of safe work practices with office equipment, avoidance of trips and falls, , etc.). The work area is adequately lighted, heated, and ventilated.

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HR: <u>JACK</u>	Union: Basic	EEOC: Professionals	CSB: 20110607_____	Class No: 1824
WC: 8810	Pay: 435_____	EEOF: Admin/Finance	CC: 20110845_____	Resolution: 44-0418R_____