

CITY OF LAS VEGAS

AGENDA DOCUMENTATION

Date: December 12, 2012

TO: CIVIL SERVICE BOARD OF TRUSTEES FROM: DAN TARWATER, SECRETARY

SUBJECT: 6. CLASSIFICATION SPECIFICATIONS FOR APPROVAL

BOARD ACTION: DISCUSSION AND POSSIBLE ACTION

CLASSIFICATION SPECIFICATIONS:

REVISED

1. Collections Officer

Collections Officer ws revised due to an organizational change.

NEW

2. Senior Traffic Systems Technician
3. Traffic Field Supervisor
4. Traffic Systems Technician Trainee/Traffic Systems Technician (X)

Senior Traffic Systems Technician, Traffic Field Supervisor and Traffic Systems Technician Trainee//Traffic Systems Technician (X) were created at the request of the department.

RECOMMENDATION

The City recommends approval of these revised and new classification specifications.

COLLECTIONS OFFICER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Locates and contacts individuals and businesses owing parking fines and fees to the city of Las Vegas; collects and processes payments; establishes and enforces payment plans; and performs a variety of technical tasks relative to assigned areas of responsibility.

SUPERVISION RECEIVED

Receives direction from the Financial Supervisor.

May act as a technical lead, providing guidance, ensuring work is completed according to proper procedure, monitoring work progress, and reviewing results.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS

Essential and other important responsibilities and duties may include, but are not limited to, the following:

Essential Functions:

1. Collects and processes parking fines and fees owed to the city by individuals and businesses for parking tickets and a variety of other related fees, fines, licenses and services.
2. Reviews a variety of reports, noting and correcting discrepancies in the application of payments or problems with computer processing, and researching missing data on responsible parties.
3. Ensures that notices are sent for outstanding parking tickets in accordance with established guidelines; contacts customers with large amounts outstanding by telephone or letter requesting payment.
4. Places stops on the Department of Motor Vehicles (DMV) computer system for vehicle owners with outstanding parking tickets; verifies payment received and removes stop when paid in full.
5. Tracks payments and additional fees; ensures that total amount due is accurate; ensures that accurate and detailed records are retained.
6. Responds to inquiries in a courteous manner; explains procedures and provides information within the area of assignment; assists front counter staff with more complex or non-routine questions and situations; resolves complaints in an efficient and timely manner.

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Collections Officer (*continued*)

Essential Functions:

7. Makes short term installment arrangements for customers who cannot pay in full; maintains records of payments and contacts customers who become delinquent; refers problem accounts to collection agency.
8. Retrieves data from a variety of databases and computer systems to track payments, locate customers and place and remove DMV stops.
9. Receives and researches bankruptcies notices for business and individuals with outstanding parking tickets and distributes the information to appropriate parties.
10. Appears before the parking ticket Hearing Officer, if requested, to assist with the details of customer's situation; performs research and provides information as needed.
11. Prepares performance statistics and reports.
12. Maintains a variety of automated and manual logs, records and files; performs a variety of record keeping, filing, indexing and other general clerical work.

Marginal Functions:

1. Contacts rental agencies and out-of-state Departments of Motor Vehicles to gather and provide information about individuals and businesses that owe money to the city.
2. Oversees the parking unit's records destruction process.
3. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:

Operations, procedures and activities of a collections program.
Methods and techniques of filing and record keeping systems.
Operational characteristics of personal computers, terminals and revenue terminals.
Generally accepted collection practices and procedures.
Pertinent federal, state and local laws, codes and regulations.
Principles of lead supervision and training.

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Skills in:

Dealing tactfully with customers.
Communicating with individuals from a variety of social, cultural, economic and educational backgrounds while demonstrating respect and sensitivity for perceived differences.
Interpreting, applying, explaining and enforcing applicable city laws, codes, regulations, policies and procedures.
Using a variety of resources to research cases and locate customers.
Making computations accurately and rapidly.
Working independently without direct supervision.
Using initiative and independent judgment within established guidelines.
Planning, organizing and prioritizing assignments.
Meeting critical deadlines.
Managing multiple assignments.
Operating a multi-line phone system.
Understanding and following oral and written instructions.
Communicating clearly and concisely, both orally and in writing.
Establishing and maintaining effective working relationships with the public and fellow employees.

Experience and Training Requirements

Experience:

Two years of increasingly responsible professional revenue collection experience in a financial institution, retail company, collection agency or government agency, including two years of difficult public contact in revenue collection.

Training:

Two years of full-time general degree coursework requirements from an accredited college or university.

May substitute a combination of equivalent education and related experience. The city assesses 1.5 years of fulltime experience as equivalent to one year of education.

WORKING CONDITIONS

Environmental Conditions:

Location: Office environment.

Hazards: Exposure to computer screens.

Physical Conditions:

Essential and marginal functions require:

Maintaining physical condition appropriate to the performance of assigned duties and responsibilities which include the following:

- *Walking, standing, or sitting for extended periods of time; and*
- *Operating assigned equipment.*

Maintaining effective audio-visual discrimination and perception needed for:

- *Making observations;*
- *Communicating with others;*
- *Reading and writing; and*
- *Operating assigned equipment.*

Maintaining mental capacity which allows the capability of:

- *Making sound decisions;*
- *Effective interaction and communication with others; and*
- *Demonstrating intellectual capabilities.*

ARB

REV 11/15/12

FLSA & CITY: nonexempt

CSB 12/12/12