

CITY OF LAS VEGAS

AGENDA DOCUMENTATION

Date: March 28, 2012

TO: CIVIL SERVICE BOARD OF TRUSTEES FROM: D. TARWATER, SECRETARY

SUBJECT: 6. JOB DESCRIPTIONS FOR APPROVAL

BOARD ACTION: DISCUSSION AND POSSIBLE ACTION

JOB DESCRIPTIONS:

REVISIONS

1. Collections Officer
2. Pre-Trial Services Supervisor

Collections Officer was revised to reflect changes due to the position's reassignment to the parking section.

Pre-Trial Services Supervisor was revised per the department's request for a recruitment.

RECOMMENDATION

The City recommends approval of the revised job descriptions.

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.

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Collections Officer (*continued*)

Essential Functions:

6. Responds to inquiries in a courteous manner; explains procedures and provides information within the area of assignment; schedules administrative hearings; assists front counter staff with more complex or non-routine questions and situations; resolves complaints in an efficient and timely manner.
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. 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.
10. Prepares performance statistics and reports.
11. 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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Collections Officer (*continued*)

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.

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.

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Collections Officer (*continued*)

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 2/29/12

FLSA & CITY: nonexempt

CSB 3/28/12

PRE-TRIAL SERVICES SUPERVISOR

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

Supervises, coordinates, assigns and reviews the work of staff responsible for defendant pre-trial release and other programs; oversees and participates in all work activities; and performs a variety of tasks relative to Pre-Trial Services programs. Serves as a Terminal Agency Coordinator for Las Vegas Municipal Court and ensure departmental compliance with the policies of multiple national, regional and state law enforcement systems and databases.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the assigned division manager and higher level management.

Acts as a formal supervisor, exercising direct supervision, including selecting new employees, monitoring and formally evaluating employee performance, and participating in the discipline and termination of employees.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS—*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Acts as first line supervisor for designated staff within the section, including interviewing and selecting of job applicants, training, overseeing work, and establishing and evaluating appropriate performance standards in accordance with department objectives. Supervises and assists with especially difficult or sensitive situations.
2. Recommends and assists in the implementation of division goals, objectives, policies and procedures. Assists with the annual development and submission of business plan measures. Prepares and presents monthly performance statistics and reports. Recommends and implements approved policies and procedures.
3. Establishes schedules and methods for providing pre-trial services. Ensures employees adhere to established work methods, techniques and schedules, and comply with applicable city and department policies, procedures, standards and specifications; reviews needs with appropriate management staff; allocates resources accordingly.

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Pre-Trial Services Supervisor (*continued*)

Essential Functions:

4. Administers, coordinates and monitors several programs including identifying the purpose of the program, developing the program content, evaluating success and making adjustments to the policies and procedures as necessary.
5. Monitors defendant compliance with program requirements, reviews incidents of non-compliance and reports to the appropriate court.
6. Participates in the preparation and administration of the unit budget. Submits budget recommendations. Monitors all financial transactions, expenditures, and identifies and reports potential financial overruns and variances at an early stage. Prepares reports on actual and estimated revenues and expenditures.
7. Compiles data and prepares analytical and statistical reports on operations and activities; conducts special studies, as necessary.
8. Serves as liaison for the section with outside agencies to coordinate communication regarding program compliance and monitor customer service.
9. Reviews and drafts responses to pending legislation related to section operations; initiates procedural changes resulting from new legislation.
10. Query local and national criminal history repositories; confirm defendant identity and aliases; analyzes criminal history to determine release eligibility, set bail, or set for judicial review.
11. Ensures that a variety of automated and manual logs, records and files, maintained by lower level staff, are complete, accurate and compliant with applicable standards and specifications.
12. Communicates with other law enforcement and related agencies to share and obtain information.
13. Assigns operator identification numbers, confidential passwords, and maintains user access to multiple national, regional and state law enforcement systems and databases, such as the National Crime Information Center (NCIC), Department of Motor Vehicles (DMV), Nevada Law Enforcement Telecommunications (NLETS), California Law Enforcement Telecommunications (CLETS), Nevada Criminal Justice Information Systems (NCJIS) and Las Vegas Metropolitan Police Department Shared Computer Operation for Protection in Enforcement (SCOPE). Enforces applicable procedures; conducts scheduled and random investigations concerning system abuse or misuse; and responds to random state audits of Municipal Court.
14. Develops and maintains training procedures and manual for department operation of NCIC/NCJIS systems and audits.
15. Provides or coordinates staff training in work methods, techniques, use and operation of equipment as it pertains to the NCIC and NCJIS; responsible for retraining and proficiency affirmation of Municipal Court employees using the systems.

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Pre-Trial Services Supervisor (*continued*)

Marginal Functions:

1. Attends and participates in professional group meetings. Stays abreast of new trends, programs and innovations.
2. Responds to inquiries regarding defendants or other cases in a courteous manner; resolves complaints and issues in an efficient and timely manner.
3. Performs related duties and responsibilities as required.
4. Conducts pre-employment and post-employment background processing of city employees who may have access to Municipal Court facilities and networking infrastructure.
5. Maintains accurate database authorization lists, user reports, files and policy manuals. Conducts scheduled and random audits to ensure system entries are accurate. Disseminates pertinent information to the State of Nevada and terminal users as required.

QUALIFICATIONS

Knowledge of:

Operations, services and activities of the criminal justice system and a pre-trial release program.

Procedures and practices of criminal justice computer systems, including NCIC, NCJIS, NLETS, CLETS, SCOPE and DMV policies.

Criminal History Repository Information (CHRI) policies and procedures.

Pertinent federal, state and local laws, codes and regulations related to the use of criminal justice computer systems, dissemination of information and security and privacy requirements.

Pre-trial release program development and supervision.

Principles of supervision, training and performance evaluation.

Modern and complex principles and practices of a defendant release program.

Interviewing methods and techniques.

Basic symptoms and indications of substance abuse, emotional problems and suicidal tendencies.

Basic principles of human behavior.

Community social service agencies and resources.

Techniques and principles of record keeping.

Basic principles and practices of budgeting and accounting.

Pertinent federal, state, and local laws, codes and regulations.

Common office software programs.

CITY OF LAS VEGAS
Pre-Trial Services Supervisor (*continued*)

Skills in:

Using initiative and independent judgment within established guidelines.

Interpreting, applying, explaining and enforcing applicable laws, codes, regulations, policies and procedures.

Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions, recommending best options and implementing approved solution in support of goals.

Making responsible, independent decisions.

Presenting a non-judgmental demeanor toward and concerning defendants and other involved parties.

Responding to stressful situations calmly, quickly and decisively.

Interacting effectively with clients from diverse cultural backgrounds and with a variety of social problems.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work including City officials and the general public.

Maintaining mental capacity which allows for effective interaction and communication with others.

Experience and Training Requirements

Experience:

Three years of increasingly responsible experience in criminal justice, social work, psychology or a closely related field, including one year of lead or supervisory responsibility and one year of experience conducting background investigations and managing all associated electronic and manual files of the National Criminal Information System Repository.

Training:

Bachelor's degree from an accredited college or university with major in criminal justice, psychology, behavioral sciences, social science, business administration, public administration or a closely related field.

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

License or Certificate

Possession of a Terminal Agency Coordinator certification issued by the State of Nevada Public Safety Division within six months of the date of appointment, and maintenance thereafter.

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Pre-Trial Services Supervisor (*continued*)

Special Requirements

The Pre-Trial Services unit operates 19.5 hours, seven days per week. Will be required to work an alternate work schedule. Will be required to respond to calls for assistance during any shift when necessary to assist in resolution of problems that cannot be accomplished by assigned staff.

WORKING CONDITIONS

Environmental Conditions:

Location: Office environment; travel from site to site; occasionally, when participating in pre-trial services work: courtroom and jail environments.

Hazards: Exposure to computer screens and noise; exposure to potentially hostile environments and individuals; potential exposure to individuals with a variety of diseases and illnesses.

Physical Conditions:

Essential and marginal functions require:

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

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

Maintain effective audio-visual discrimination and perception needed for:

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

Maintain mental capacity which allows the capability of:

- *Making sound decisions; and*
- *Demonstrating intellectual capabilities.*

SB

REV 3/7/12

FLSA: exempt; City: nonexempt

CSB 3/28/12