

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT
(CUSTOMER SERVICE & PROVINCIAL OFFENCES ADMINISTRATION DIVISION – PROVINCIAL OFFENCES – LOCATION – 50 MAIN ST. E.)

COLLECTIONS CO - ORDINATOR (POA) - CUPE 5167

SUMMARY OF DUTIES

Reporting to the Manager, Provincial Offences, participates in planning collection strategy, monitors integrity of collection database and performs statistical analysis. Directs, co-ordinates and assigns tasks to the collections staff.

GENERAL DUTIES

Participates in the strategic planning of collections department including setting of procedures.

Directs, co-ordinates and assigns tasks to the Clerks in the administration and day to day operation.

Provides staff training and development for collections department.

Monitors daily operation of collections department.

Liaises with the public on collection matters.

Prepares daily, weekly and monthly financial reconciliation of POA default account activities.

Ensures statistical reports are prepared monthly on default account activities.

Reviews collection strategies of other organizations and makes recommendations to senior POA staff on changes in policies/strategies.

Updates collections database based on a variety of reports.

Assists supervisor in meeting budget requirements.

Receives, appraises and resolves complaints regarding inquiries.

Ensures control and integrity of database.

Liaises with and monitors performance of collection and other outside agencies.

Creates queries and reports in Access for statistical reporting and budget purposes.

Reviews collection strategies of other organizations and makes recommendations to senior staff.

Prepares and maintains collection files and correspondence.

Monitors integrity of collection database.

Makes changes in forms, reports and queries in Access to accommodate the need for additional information.

Works in accordance with the provisions of applicable health and safety legislation and all City of Hamilton corporate and departmental policies and procedures related to occupational health and safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Demonstrated knowledge of accounting procedures and principles at an intermediate level normally acquired through a combination of education and relevant work experience. Peoplesoft Financials is considered an asset.
2. Previous administrative experience in a customer service capacity.
3. Experience in a computerized environment. Proficient working knowledge of Microsoft XP, Microsoft Outlook, Word, Excel and database software.
4. Demonstrated knowledge of collection policies.
5. Demonstrated ability to perform with confidence and to use customer service techniques that creates a positive atmosphere when interacting with the public.
6. Superior telephone manners and good listening skills.
7. Demonstrated ability to deal with difficult callers and those that provide inaccurate or incomplete information.
8. Excellent people skills with an emphasis on customer service. Demonstrated ability to display demonstrated tact and professionalism in dealing with the public, elected officials, customers, supervisors and peers.
9. Must be able to create spreadsheets in MS Excel and analyze and manipulate data within spreadsheets.
10. Demonstrated ability to work effectively in a team and work independently.
11. Demonstrated ability to express ideas effectively, verbally and in writing.
12. Demonstrated ability to communicate effectively and courteously with the public.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE
