CLASSIFICATION SERIES
Accounts Representative Supervisor

SERIES NUMBER
2638AG

MAJOR AGENCIES
Attorney General Only

EFFECTIVE
04/02/2006

SERIES PURPOSE
The purpose of the accounts representative supervisor occupation is to supervise personnel working as account representatives to trace locations of debtors in order to collect delinquent taxes &/or other monies owed to the state.

CLASS TITLE
Accounts Representative Supervisor

CLASS NUMBER
2638AG

PAY RANGE
10

EFFECTIVE
04/02/2006

CLASS CONCEPT
The supervisory level class works under general direction & requires thorough knowledge of collection activities & procedures for locating debtors in order to supervise employees engaged in tracing debtors in order to collect delinquent taxes &/or other monies owed to state.
JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)
Supervises employees engaged in tracing debtors in order to collect delinquent taxes &/or other monies owed to state (e.g., provides initial & on-going training; observes account representatives handling collections to ensure proper procedures have been followed &/or whether best method of payment has been established or proper referral is made to special counsel staff; issues "teach" list & compares with employees' daily log sheets; delegates telephone messages to staff to ensure equal workload; separates claims/requests & distributes to staff for processing; answers questions from staff; transmits decisions & policies; establishes job performance goals; prepares daily & monthly schedules), coordinates activities with other departmental units & recommends procedures & resources necessary to maintain desirable production levels.

Participates in locator & debt collection activities; prepares required reports & records & maintains accurate files; handles sensitive telephone & in-person contacts with general public, clients & attorneys; attends meetings as required.

MAJOR WORKER CHARACTERISTICS
Knowledge of locator procedures & collection activities for delinquent accounts; supervisory principles/techniques*; laws & rules applicable to accounts referred for collection*; employee training & development*; public relations. Skill in use of office equipment*. Ability to apply appropriate locator procedures & establish payment plan or make proper referral to special counsel for collection; handle routine & sensitive inquiries from & contacts with debtors, legal personnel & other government representatives; establish friendly atmosphere as supervisor.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT
3 yrs. trg. or 3 yrs. exp. in locating debtors & collections activities.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT
Not applicable.

UNUSUAL WORKING CONDITIONS
May work additional hours as operational needs dictate.