

COLLECTIONS UNIT HEAD (FINANCE)

General Statement of Duties and Responsibilities

Reporting to the Assistant Commissioner, with wide latitude for the exercise of independent initiative and decision-making, is responsible for overseeing the different Collections Division Units (i.e. Business Tax Unit, Parking Unit, Environmental Control Board (ECB) Unit, Analytics & Debt Segmentation) to improve and enhance the Division's strategic plan, collection rates, operational management improvements and leadership development. The position is responsible for providing leadership, expertise and guidance in the collection of accounts in a manner consistent with the overall DOF Collections strategy and roadmap; providing direction to ensure maximum recoveries for their respective debt types (ECB judgments, and parking ticket judgments). The position ensures that all tax secrecy laws are adhered to. This is a management class of positions. All incumbents perform related work.

Examples of Typical Tasks

Provides direction to ensure maximum recoveries for respective debt types (ECB judgments, and parking ticket judgments).

Establishes metrics for their departments, ensuring that all team members clearly understand the metrics, and how the metrics tie to the Division's expectations.

Identifies opportunities for enhancement of operational and procedural issues to maximize productivity and minimize operating costs.

Monitors, reviews and tracks case assignments, paying close attention to problematic and hard to resolve cases such as those with questionable financial discrepancies, poor payment histories, etc.

Reports any noticeable trends in collections or recovery activities.

Ensures the effective utilization of the collection system(s), and associated management reporting features to facilitate operational solutions.

COLLECTIONS UNIT HEAD (FINANCE) (Continued)

Examples of Typical Tasks (continued)

Monitors department specific performance, reviews reports and implement improvements to streamline operations in each department.

Qualification Requirements:

1. A baccalaureate degree from an accredited college and four years of professional experience in accounting, auditing, or a related area including 18 months of executive, managerial, administrative or supervisory experience or supervising staff performing accounting, audit, or related work.

Direct Lines of Promotion

None. This class of positions is classified in the Non-Competitive Class.