

**SENIOR DIRECTOR COLLECTIONS (FINANCE)**

**General Statement of Duties and Responsibilities**

Reporting to the Collections Unit Head, with wide latitude for the exercise of independent initiative and judgement, is responsible for overseeing the Account Executive Unit (AEU) to improve and enhance the Account Executive Unit to improve and enhance the Unit's focus on proactive collections, providing customer-friendly one-stop shopping solutions for people with frequent DOF liability issues, on both pre & post judgment debt assigned to the Collections Division. The position supervises AEU staff and train staff on how to instruct/aid debtors in resolving their debt; develop, initiate and revise policies and procedures by gathering data, performing basic and statistical analysis on the unit's assigned portfolio in order to achieve successful recovery of outstanding debt in a timely manner. The position ensures that strict confidentiality guidelines and tax secrecy laws are followed to safeguard business and personal tax information. This is a management class of positions. All personnel perform related work.

**Examples of Typical Tasks**

Track and monitor the accuracy of debt assignment, revenue collected and debt resolved, using accounting principles associated with NYC business taxes and fines.

Create and implement quality control, audit procedures, accounting reports, and forms for the maintenance of statistical records, utilizing data in making recommendations regarding the unit's policies.

Work with staff to meet individual and departmental goals and service level agreements including, but not limited to monetary goals, number of calls/resolutions and quality assurance.

Interact with all levels of management, discussing collection priorities, administrative issues and brief management on the progress made on open items, especially areas of concern.

**SENIOR DIRECTOR COLLECTIONS (FINANCE) (Continued)**

**Examples of Typical Tasks** (continued)

Aid staff in developing technical knowledge to effectively use the department networking, skip tracing methods and in general, master the collection system to appropriately & effectively work debt/debtors assigned

Independently and jointly work with other Collections units, DOF Divisions and other resources in the resolution of outstanding.

**Qualification Requirements**

1. A baccalaureate degree from an accredited college or university, and at least two years of satisfactory full-time professional accounting or auditing experience, at least 18 months of which must have been in an administrative, managerial, or executive capacity or supervising a staff performing accounting or auditing work.

**Special Note:**

Within the first year of appointment, the incumbent must successfully complete the Certificate Program: “Professional Collection Specialist Designation (PCS)”, offered by the Association of Credit and Collections Professionals (ACA) or an equivalent pre-approved professional certification in a related field.

**Direct Lines of Promotion**

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