

## BUSINESS AND COLLECTIONS SERVICES MANAGER

### FUNCTION OF THE JOB

Under direction, to manage the Business Services and Collections Division of the Department of Administration; to perform responsible supervisory and professional work in providing fiscal, business, and administrative support to the Department and the County; and to perform other duties as required.

### CHARACTERISTIC DUTIES AND RESPONSIBILITIES

1. Directs, administers, and coordinates the delivery of fiscal, business, and administrative support to the Department divisions.
2. Directs the planning, implementation, and maintenance of the records/content management, microfilm, imaging, and mail programs and operations.
3. Directs, administers, and coordinates a collections program including development and implementation of investigative methods and procedures, payment arrangement procedures, criteria and authorization of referral of accounts for legal processing or outside collection; identifies and recommends uncollectible accounts.
4. Administers and directs the Countywide cashing activity including internet payments and Countywide credit/debit card activity; supervises staff responsible for the administration of the County tax system and County cashing systems.
5. Directs, administers, and coordinates the delivery of tax listing services provided to County municipalities for tax billing and property assessment.
6. Prepares, implements, and monitors the budget and strategic plan for the business services and collections division.
7. Develops, coordinates, and monitors the Department of Administration operating, capital and proprietary budgets; oversees development and monitoring portions of the non-departmental budget.
8. Researches, monitors, and evaluates the efficiency and effectiveness of internal service and enterprise operations; analyzes operating results, revenues, expenditures, business operations and processes; makes recommendations for improvement.
9. Develops and implements centralized policies and procedures in the department for cash receipting, invoicing, purchasing, accounts payable processing, and fixed asset recording.
10. Develops and administers Countywide accounts receivable policies and procedures including billing, collection, cash management, credit extension, management of unpaid accounts, and revenue accounting and tracking; administers automated accounts receivable and collections systems; assists departments in evaluating and establishing cash receipting and handling policies and procedures.
11. Conducts financial and business process analyses of complex programs or initiatives, including cost-benefit analysis, return on investment analysis, determination of revenues, operational costs, and tax levy impact; evaluates and recommends alternatives; develops funding formulas and rate adjustments; and assists in development and negotiation of interagency service agreements.
12. Selects, trains, plans, assigns, reviews and evaluates employees and handles any personnel problems of the staff.
13. Develops, negotiates, and manages Requests for Proposals and vendor contracts.
14. Participates in and/or leads special projects, Countywide initiatives or work groups and prepares and presents comprehensive reports, presentations, and recommendations to the County Executive and County Board.
15. Develops financial stability analyzes of prospective and current vendors, including audits of financial records and monitoring of contract compliance.
16. Establishes and maintains effective working relationships with staff, departments, County Executive, County Board, governmental agencies, and the general public.
17. Performs other duties as required.

## QUALIFICATIONS

### Essential Knowledge and Abilities

1. Thorough knowledge of the modern principles and practices of collections and an understanding of their application to a governmental jurisdiction.
2. Thorough knowledge of the principles and practices of financial analysis and business process analysis, including cost-benefit analysis and return on investment analysis.
3. Thorough knowledge of modern principles and practices of records/document management practices including laws, rules and regulations, and an understanding of modern technology principles and practices.
4. Comprehensive knowledge of the modern principles and practices of business administration and management, including communications, staffing, budgeting, management controls, and policy and procedure development.
5. Comprehensive knowledge of generally accepted accounting principles and practices especially as they relate to account receivables.
6. Comprehensive knowledge of the principles and practices of governmental appropriation and budgeting, and of governmental fiscal reporting.
7. Comprehensive knowledge of the laws, rules, and regulations pertaining to governmental billing and collections as covered in the Wisconsin Administrative Code, Waukesha County Code, and other relevant legislation.
8. Considerable knowledge of data processing and computer capabilities and applications as used in financial analysis, accounts receivable, tax billing, collections functions, records/document management, cashiering, and credit/debit card functions.
9. Considerable knowledge of administrative, managerial, and supervisory principles and practices.
10. Ability to organize and analyze a wide variety of detailed and complex financial and/or operational information; evaluate the effectiveness of programs and/or procedures; and make appropriate recommendations.
11. Ability to formulate operating plans and procedures and to direct their implementation.
12. Ability to plan, organize, and prioritize multiple work assignments and projects.
13. Ability to lead and/or participate on work teams; and to plan and manage projects.
14. Ability to communicate effectively, both verbally and in writing; to negotiate; and to effectively present ideas, concepts, and recommendations.
15. Ability to keep accurate and detailed records and to prepare comprehensive reports and recommendations.
16. Ability to utilize word process, database, and spreadsheet programs.
17. Ability to plan, assign, supervise, and evaluate the work of staff.
18. Ability to establish and maintain effective working relationships with staff, departments, County Executive, County Board, governmental agencies, and the general public.
19. Ability to effectively interact with sensitivity with persons from diverse cultural, socioeconomic, educational, racial, ethnic, and professional backgrounds, and persons of all ages and lifestyles.

### Training and Experience

1. Graduation from a recognized college or university with a bachelor's degree in business administration, public administration, accounting, finance, or a closely related field.
2. Five (5) years of progressively responsible professional work experience in the administration of accounts receivable, billing, or the collection of delinquent accounts; in the administration of a business operation; or in financial or business process analysis; or a closely related area.
3. Master's degree from a recognized college or university in an area listed above may be substituted for one (1) year of work experience.