



City of Newark, California

Class Code: 045  
WP Code: collect  
Established: 7-1-93  
Revised: 2-13-2003  
EEO Code: AS

## CLASS SPECIFICATION

### COLLECTIONS ASSISTANT

#### POSITION DESCRIPTION

Nature of Work: Under general supervision, plans and completes tasks necessary to enforce the City's business license and animal license program; conducts field inspections to determine compliance with the business license ordinance; lead person over cashier functions; audits the Transient Occupancy Tax and Franchise Fees; conducts procedures to collect overdue miscellaneous accounts receivable; and does related work as required.

Class Characteristics: This classification, which reports to the Senior Accountant, issues and renews business licenses and animal licenses, acts upon overdue accounts receivables, and conducts related enforcement activities. Enforcement activities include preparing correspondence, creating, and maintaining support documentation, phone contact, field canvassing, and the utilization of a collection agency. Incumbent must exercise tact and diplomacy in his/her relations with the business community and general public, and on occasion will deal with antagonistic individuals.

Illustrative Examples of Work: Performs office and field work involved in the administration of business license ordinance and regulations; maintains complete and current records on businesses operating in the city, utilizing computer terminal; performs field inspections and surveys to determine validity of business licenses and to detect unlicensed businesses; advises proprietors concerning license renewals; issues licenses and permits and collects license fees; notifies law enforcement personnel of unlicensed businesses which refuse to pay license fees; makes recommendations to refer accounts to a collection agency to collect delinquent business license fees and charges from business owners; composes and types correspondence, records, and reports; compiles statistical and accounting reports; answers oral or written inquiries and gives other information regarding licensing procedures and laws; assists in the review and revision of ordinances, procedures, records, and other matters relating to the business license program; may file legal actions and testify in court on matters relating to business licenses and delinquent bills; receives, validates, and codes payments to the City through the cash drawer system. Maintains records to monitor and analyze Transient Occupancy Tax receipts and Franchise Fee revenue. As the lead person, overseeing cashiering functions, validates the Cashier's daily deposit to control reports, verifies the accuracy of account coding, provides backup to the Cashier, and requests additional Cashier support when necessary. Maintains the accounts receivable aging report by monitoring and acting upon individual accounts and prepares journal entries required. Typical overdue accounts receivable include damages to City property, booking fees, and false alarms.

## COLLECTIONS ASSISTANT

### QUALIFICATIONS

#### Knowledge of:

- Business tax enforcement methods and procedures.
- Methods of collection of miscellaneous overdue accounts receivable.
- Basic business and accounting principles and practices.
- Business License Ordinance.
- Bank processes in regards to deposits, overages/shortages, and returned items.

#### Ability or Skill to:

- Read, interpret and apply rules and regulations to various situations.
- Compose and prepare correspondence and reports which are clear, concise, and effectual.
- Communicate firmly, tactfully, persuasively, and effectively with the public in difficult situations.
- Plan and carry out duties independently within established parameters.
- Make varied arithmetic computations.
- Operate a telephone, copy and fax machines, automated cash register, credit card equipment, and typewriter.
- Operate a personal computer to communicate via email, create spreadsheets, and produce word processing documents.
- Learn computer systems applicable to business license administration and enforcement.
- Function under a heavy workload and high pressure and to correctly prioritize assignments under these conditions.
- Obtain timely compliance with the City's regulations.

Education and Experience: Any combination of education and experience equivalent to graduation from high school, G.E.D. and two years in public contact work involving the administration or enforcement of rules and regulations, collections, or investigative work. College level coursework in public relations, accounting, psychology, or sociology is desirable.

Special Requirements: Possession of a valid California driver's license. Incumbents must be able to read address numbers and names of businesses from a vehicle, approximately 40 feet; have mobility adequate for driving and field work; ability to climb stairs, lift boxes of records weighing about 30 lbs. occasionally; use of hands to operate office equipment and to write legibly; ability to tolerate the hazards of frequent travel, including traffic, adverse weather conditions and stress; ability to sit for prolonged periods and tolerate frequent interruptions.

**Probationary Period:** 12 months

**FLSA:** Non-Exempt