

PARKING VIOLATIONS COLLECTION SUPERVISOR

02090

(Competitive)

DISTINGUISHING FEATURES OF THE CLASS

This is an administrative position responsible for insuring that all appropriate measures have been taken in the collection of parking fines owed to the City of Syracuse. An employee in this class in conjunction with the Data Processing Department develops and modifies software and P.C. applications to identify, notify and seek violators of parking infractions in addition to overseeing the maintenance of accounts receivable and deposit of monies received. Supervision is exercised over personnel engaged in parking enforcement, ticketing, collection and processing of parking fines. Work is assigned through written directives and conferences with the Commissioner of Finance and reviewed through the amounts of fines paid as compared with outstanding fines. Does related work as required.

TYPICAL WORK ACTIVITIES

Supervises the collection of parking fines which includes the maintenance of accounts receivable, the depositing of collections and related duties.

Evaluates and recommends changes to the automated information system used to record and track the issuance and payments of parking violations.

Coordinates media and public relations for the parking violation collection function and acts as liaison with City Court staff and the Common Council.

Develops new procedures and revises existing procedures to streamline the issuing and collection of monies owed through delinquencies on outstanding tickets.

Insures that the data entered in the P.C. is uploaded for search and retrieval of data from the available main frame computer.

Processes any complaints or exceptions taken by mail, and enters the data into the computer so that further citations are not issued until a Court Justice has had opportunity to rule on the violation.

Analyzes and modifies P.C. software to allow for more meaningful reporting.

Coordinates computer system improvements with administrative superiors and data processing administration in order to enhance the reporting and notification functions done by the computer.

Insures that staff appropriately credits monies received on violations; prepare financial deposits and/or transfers to the Department of Finance-Bureau of Accounts.

Instructs and trains staff in all procedures and policies, customer service, responses to inquiries and all other matters relating to parking and violations tickets.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS

Good knowledge of the basic techniques, concepts and applications of personal computers.

Good knowledge of the accounting policy and procedures in governmental operations.

Good knowledge of the principles and techniques of supervision.

Ability to assist data processing staff in designing and implementing changes in the systems that deal with parking violations charges as well as to resolve operational problems.

Ability to supervise subordinates and to plan and organize their work.

Ability to read and analyze data and draw conclusions.

Ability to organize thoughts and ideas, presenting them in a clear and logical manner orally and in writing.

Ability to establish and maintain a harmonious working relationship with other departments, governmental officials and the general public.

MINIMUM QUALIFICATIONS

A. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Masters Degree in Accounting, Business Administration, Political Science, Public Administration or Computer Science; or,

B. Graduation from a regionally accredited college or university or one accredited by the New York State Board of Regents to grant degrees with a Bachelors Degree in Accounting, Business Administration, Political Science, Public Administration or Computer Science and one (1) year of professional level experience, or its part-time equivalent, involving management of delinquent receivables, accounting, budget analysis, public finance or management utilizing an automated record keeping system; or,

C. Five (5) years of professional or paraprofessional experience, or its part-time equivalent, one (1) year, or its part-time equivalent, of which must have been professional level experience involving management of delinquent receivables, accounting, budget analysis, public finance or management utilizing an automated record keeping system; or,

D. An equivalent combination of training and experience as defined by the limits of B. and C.

