



COMMONWEALTH OF KENTUCKY JOB CLASS SPECIFICATION

ACCOUNT SPECIALIST SUPERVISOR

Job Number: 20001653

Job Code: 91340V000101

Job Group: 9100 - BOOKKEEPING AND ACCOUNTING

Job Established: 05/16/1984

Job Revised: 08/21/2018

Grade: 15	Salary (MIN - MID):	Special Entrance Rate:
	\$21,473-\$31,812 - Hourly	NONE
	\$3,489.38-\$5,169.46 - 37.5 Hr. Monthly Salary	NONE
	\$3,722.00-\$5,514.08 - 40 Hr. Monthly Salary	NONE

PROBATIONARY PERIOD:

This job has an initial and promotional probationary period of 6 months, except as provided in KRS 18A.111.

CHARACTERISTICS OF THE JOB: *Characteristics of a job are general statements indicating the level of responsibility and discretion of positions in that job classification. These are not intended to be an exhaustive list.*

Supervises the work of personnel in the collection of delinquent accounts; and performs other duties as required.

MINIMUM REQUIREMENTS:

EDUCATION:

Graduate of a college or university with a bachelor's degree.

EXPERIENCE, TRAINING, OR SKILLS:

Must have four years of professional managerial, supervisory, or program administration experience.

Substitute EDUCATION for EXPERIENCE:

NONE

Substitute EXPERIENCE for EDUCATION:

Additional experience in collecting tax or loan accounts using an automated dialing system, accounting, banking, bookkeeping, debt counseling, business administration, child support collection, student financial aid program administration, retail or consumer collections or a related field will substitute for the required college on a year-for-year basis.

SPECIAL REQUIREMENTS (AGE, LICENSURE, REGULATION, ETC.):

One year of the required experience must include managerial or supervisory experience in private or public sector collections.

EXAMPLES OF DUTIES OR RESPONSIBILITIES OF THE JOB CLASSIFICATION: *Examples of duties or responsibilities are not to be construed as describing what the duties or responsibilities of any position shall be and are not to be construed as limiting the appointing authority's ability to assign, or otherwise alter the duties and responsibilities of a position. This is not intended to be an exhaustive list.*

Supervises the day to day activities of personnel involved in the collection of delinquent accounts and provides general administrative direction for the section. Provides the initial interview and screening of prospective personnel. Assists in establishing, supervising and maintaining ongoing training programs for employees. Evaluates job performances and makes recommendations to the branch manager for appropriate personnel action. Assists employees with difficult or unusual collections situations. Makes policy recommendations and interprets and implements the agency's policies, methods and procedures concerning the collection of delinquent accounts and in personnel matters. Keeps abreast of all changes in laws and regulations pertaining to the collection of delinquent accounts, and advises employees concerning changes. Conducts regular audits of collection activities to determine if proper follow up of delinquent accounts is in accordance with policy and procedures. Recommends and refers delinquents accounts for administrative or legal action when necessary. Maintains and is responsible for materials and supplies and ensures that all machinery and equipment are utilized in an economical and efficient manner. Maintains an up to date knowledge of the computerized data processing system, assisting in its operational maintenance, suggesting improvements, designing collections reports, letters and other hardcopy output. Maintains contacts with the general public, debtors, attorneys and other state and federal officials concerning the agency's collections program. Supervises the preparation of accurate records and statistical reports and submits them to agency management. Assists the branch manager as required and is under the general supervision of the branch manager.

UNIQUE PHYSICAL REQUIREMENTS:

TYPICAL WORKING CONDITIONS: *Incumbents in the job will typically perform their job duties under these conditions.*

Work is typically performed in an office setting. May be required to work irregular hours or shifts.

ADDITIONAL REQUIREMENTS:

Upon appointment, employees in this class may be required to maintain a valid driver's license and required to drive a licensed vehicle. This status may be necessary for the length of time in this class. If this is necessary it will be listed in the specific position description for that position. Applicants and employees in this job title may be required to submit to a drug screening test and background check. Applicants and employees in positions which perform job duties that may require contact with offenders in the custody or supervision of the Department of Corrections or with youth in the care, custody, or supervision of the Department of Juvenile Justice must meet qualifications pursuant to the federal Prison Rape Elimination Act, 28 C.F.R.115.17 and 115.317.

The Commonwealth of Kentucky does not discriminate on the basis of race, color, sex, disability, age, national origin, religion, sexual orientation, gender identity or expression, pregnancy or related medical condition, marital or familial status, ancestry, political affiliation, genetic information, or veteran status in accordance with state and federal laws.