



SC – Pay Grade 19

## **TREASURY SUPERVISOR**

### **DUTIES AND FEATURES OF THE CLASS:**

The employee in this class coordinates and supervises all aspects of daily receipt collections. This position ensures the daily activities of the Financial Representative are performed in a timely, accurate and courteous manner. Provides working leadership and guidance to subordinates through assignment of work and by providing technical guidance. Supervision shall be exercised over subordinates. Duties are performed with a good degree of independence and with general supervision.

### **EXAMPLES OF WORK:**

Supervises staff, assists in coaching, training, and the development of subordinates; resolves problems relative to customer complaints; assists staff in solving problems; orders and maintains daily collection of payments; collects and processes daily payments, online credit cards and other payment processing methods; reviews, supervises, and approves daily deposits; manages payments collected in other departments; balances and maintains daily cash receipts; manages the refund process; reconciles daily batch report with the daily deposit; audits cash drawers; investigates cash drawer losses and overages; enforces all security procedures; researches and resolves customer questions, problems and concerns; uses and develops spreadsheets for analysis work; assists in special projects as assigned; performs related work as required.

### **REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:**

Extensive knowledge of cash collection principles and practices; ability to isolate, identify and resolve a variety of operational problems; ability to use spreadsheets with complex formulas; ability to assemble and analyze financial data and generate reports from such data; ability to supervise the work of others; ability to establish and maintain effective working relationships with representatives of other agencies, staff, department heads, elected officials and the general public; ability to prioritize and manage multifunctional tasks; possession of integrity and initiative; ability to work with minimal or no supervision.

## **QUALIFICATIONS:**

Minimum of an Associate's Degree with at least three (3) years of experience in supervising staff, daily cash collections and customer service; excellent verbal, written and interpersonal communication skills; detail oriented with excellent organizational, customer service and math skills; proficient in Microsoft Office (Word, Excel, and Outlook); experience in using an automated system to enter, update, modify, delete, retrieve/inquire and report on data; experience in writing policies and procedures; experience with deposits, reconciliation and reporting revenues; supervisory experience is required.

## **ADDITIONAL REQUIREMENTS:**

- Direct Deposit Required
- Pre-Employment Background Screening
- Pre-Employment Drug/Alcohol Testing
- Minimum 35-hour work week (Monday - Friday 8:30 A.M. to 4:30 P.M.)

Revised 6/2016