



Supervising Financial Hearing Officer

Class Code:
4987

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Established Date: Jul 28, 2016
Revision Date: Jul 28, 2016

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION:

Under limited supervision, plans, organizes, and supervises the work of Financial Hearing Officers and other staff as assigned in the Financial Hearing Office Unit.

DISTINGUISHING CHARACTERISTICS:

This classification is the supervising level in the Financial Hearing Officer series and reports to the Director of Finance and Facilities. This classification is responsible for monitoring and prioritizing workflow and has full supervisory authority regarding hiring, firing, discipline, performance assessments, and training for the staff, with the majority of time spent on supervisory work. Incumbents exercise independent judgment as needed to run the day-to-day operations of the Unit.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Plans, assigns, supervises, coordinates, reviews, and evaluates the work of assigned staff; ensures compliance with established rules, regulations, and time lines.
2. Maintains awareness of staffing needs within the division; participates in the selection of staff; appraises employee performance; conducts counseling on work issues; recommends and administers discipline to staff as required.
3. Ensures that all staff under his/her direction are in compliance with the Court's policies and procedures. Directs and monitors collecting accounts receivable from fines, fees and assessments; collecting delinquent accounts; and recovering indigent defense representation

costs for the Court.

4. Trains staff on collection techniques, including legal aspects and limits of conduct, skip tracing, interviewing techniques, and other pertinent sections of the various California codes.
5. Conducts regular staff meetings to disseminate information and explain policy or procedural changes.
6. Serves as a key resource to staff. Advises and recommends the most effective collection techniques on difficult cases. Resolves problems, interprets policies and legal requirements, and develops new procedures to facilitate collection actions and compliance with legal codes.
7. Reviews statutes, legislation, rules, regulations, and policies and recommends procedural changes as appropriate; develops appropriate procedures to interpret and implement changes which affect the division and coordinate implementation of such changes.
8. Compiles program related statistics and prepares written reports; provides input into development of the budget for the division; prepares correspondence on behalf of the Court.
9. Responds to public inquiries, suggestions, commendations, and complaints regarding division operations and services; applies departmental policy to resolve conflicts with customers.
10. Acts as liaison with various local legal agencies as required; Develops procedures for establishing and maintaining positive relationships with clients and agencies.
11. Ensures that the assigned division has adequate supplies to efficiently accomplish its goals.
12. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Experience:

The equivalent of two years of full time collections experience.

Desirable Qualifications:

One year of supervisory or work lead experience in the area of Finance.

AND

Education:

Possession of a Bachelor's degree from an accredited college or university in accounting, finance, business administration, economics or other business related curriculum from an accredited college or university.

Substitution:

Additional years of experience as described above may substitute for the educational requirements on a year-for-year basis.

KNOWLEDGE AND ABILITIES:

Knowledge of Court procedures; effective collection practices, including background investigation, financial investigation and asset evaluation; the laws, regulations, ordinances and codes related to collections; accounting and budgeting; supervision; fiscal management; and office automation systems applicable to departmental operations.

Ability to plan and direct a collection program; supervise, train and evaluate the work of subordinate staff; understand, interpret and apply rules, regulations and ordinances pertaining to collections; work effectively with individuals of various professional, vocational and educational backgrounds; resolve conflicts of a sensitive nature; prepare and track budgets; prepare clear and concise oral and written reports; make presentations; use a personal computer and court-related software; and travel to locations outside of the regular office to perform job duties.

Physical Requirements:

Ability to perform, with or without accommodations, sedentary work exerting up to 10 pounds of force occasionally to lift, carry, push, pull, or otherwise move objects, including the human body. Work involves frequent and/or prolonged sitting, standing, typing, walking, reaching, talking, hearing, and performing repetitive motions. Work may occasionally involve climbing, pushing, pulling, lifting, and stooping. Workers are required to have close visual acuity in order to prepare and analyze data and figures.