

**STATE OF OHIO**  
**ATTORNEY GENERAL**  
CLASSIFICATION  
SPECIFICATION

<b><u>CLASSIFICATION SERIES</u></b> Accounts Representative Supervisor
<b><u>MAJOR AGENCIES</u></b> Attorney General Only

<b><u>SERIES NUMBER</u></b> 2638AG
<b><u>EFFECTIVE</u></b> 04/02/2006

**SERIES PURPOSE**

The purpose of the accounts representative supervisor occupation is to supervise personnel working as account representatives to trace locations of debtors in order to collect delinquent taxes &/or other monies owed to the state.

<b><u>CLASS TITLE</u></b> Accounts Representative Supervisor	<b><u>CLASS NUMBER</u></b> 26385AG	<b><u>PAY RANGE</u></b> 10	<b><u>EFFECTIVE</u></b> 04/02/2006
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**CLASS CONCEPT**

The supervisory level class works under general direction & requires thorough knowledge of collection activities & procedures for locating debtors in order to supervise employees engaged in tracing debtors in order to collect delinquent taxes &/or other monies owed to state.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Accounts Representative Supervisor	26385AG	47	04/02/2006	10

**JOB DUTIES IN ORDER OF IMPORTANCE (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)**

Supervises employees engaged in tracing debtors in order to collect delinquent taxes &/or other monies owed to state (e.g., provides initial & on-going training; observes account representatives handling collections to ensure proper procedures have been followed &/or whether best method of payment has been established or proper referral is made to special counsel staff; issues "teach" list & compares with employees' daily log sheets; delegates telephone messages to staff to ensure equal workload; separates claims/requests & distributes to staff for processing; answers questions from staff; transmits decisions & policies; establishes job performance goals; prepares daily & monthly schedules), coordinates activities with other departmental units & recommends procedures & resources necessary to maintain desirable production levels.

Participates in locator & debt collection activities; prepares required reports & records & maintains accurate files; handles sensitive telephone & in-person contacts with general public, clients & attorneys; attends meetings as required.

**MAJOR WORKER CHARACTERISTICS**

Knowledge of locator procedures & collection activities for delinquent accounts; supervisory principles/techniques\*; laws & rules applicable to accounts referred for collection\*; employee training & development\*; public relations. Skill in use of office equipment\*. Ability to apply appropriate locator procedures & establish payment plan or make proper referral to special counsel for collection; handle routine & sensitive inquiries from & contacts with debtors, legal personnel & other government representatives; establish friendly atmosphere as supervisor.

(\*)Developed after employment.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT**

3 yrs. trg. or 3 yrs. exp. in locating debtors & collections activities.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

**TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT**

Not applicable.

**UNUSUAL WORKING CONDITIONS**

May work additional hours as operational needs dictate.