

## **REMITTANCE SUPERVISOR**

**LOCATION:** TRUSTEE'S OFFICE, 157 POPLAR AVENUE, MEMPHIS, TN 38103

(Work A Minimum of 37.5 Hours Per Week)

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### **QUALIFICATIONS:**

\* **Accredited college or university with a Bachelor's Degree majoring in Public or Business Administration, Management or the particular position related field**

\* **Two (2) years' experience in a lead or supervisory capacity**

\* **OR Equivalent combination of related education/experience.**

\* **Banking, lockbox operations, cash management and cashiering experience preferred.**

### **SPECIAL REQUIREMENTS: Proficiency with MS Office Products**

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### **DEFINITION:**

Works under the direction of the Deputy Chief Administrator to supervise receipting and reconciling functions for the Trustee's Office and six branch locations.

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

1. Proven knowledge of supervision and personnel management practices.
2. Knowledge of the cashiering activities supervised.
3. Ability to coordinate and direct the activities of clerical employees and tax processors to effectively perform daily functions.
4. Ability to organize and prioritize activities to meet established reporting and deposit guidelines.
5. Positive managerial/leadership abilities with demonstrated flexibility to respond to and implement continuous improvements.
6. Ability to perform all duties within the assigned area.
7. Ability to learn and perform specific supervisory functions for entry into a Receivables System for tax payments.
8. Ability to coordinate all deposit activity within the Trustee's Office with banking institutions and within prescribed deadlines.
9. Demonstrated proficiency at preparing and interpreting reports using such software packages as Microsoft Word, Excel, and Access.
10. Ability to prepare and present formal presentations using MS products (including Microsoft PowerPoint) for employees, municipalities and upper management.
11. Ability to establish and maintain an automated system of records including cash and vault control logs.
12. Ability to issue, as well as follow, oral and written instructions.
13. Ability to cooperate and work with other departments within the Trustee's Office as well as other county entities.
14. Ability to deal with co-workers and the public with courtesy, tact and professionalism.
15. Capable of meeting overtime requirements for compliance to prescribed office policy and legal standards.
16. Ability to maintain continual communications with branch and municipal personnel.
17. Ability to assist management in formulating, implementing and monitoring plans and written procedures.
18. Knowledge of electronic payment processing i.e. various file formats/file transfer protocols, electronic return items, and administrative functions.
19. Ability to provide technical assistance as needed to support cashiering, receipting, automated processing, and imaging functions/equipment.

### **TYPICAL DUTIES AND RESPONSIBILITIES:**

1. Supervise the receipting and deposit functions for cashiers at the main branch, Millington & Arlington branches and seasonal payment locations.
2. Plan, schedule and coordinate payment operations to comply with the deposit requirements specified by law.
3. Assist with and verify accuracy of payment processing for almost 500,000 payments for a total exceeding \$765,000,000 received annually. Verify reconciliation procedures and payment research.
4. Ensure integrity of data files and image files for tax payments, county warrants and correspondence.
5. Ensure accuracy of automated payment processing through OPEX AS3600 and 3690, payment kiosks, website, RTL First payment software, and all related equipment and software upgrades
6. Supervisor the daily workflow for 6 -10 employees and evaluate performance according to prescribed benchmarks.
7. Establish, maintain and monitor cash and vault controls to avoid exposure and loss to the Trustee's Office.
8. Evaluate internal controls, provide written results and recommend corrective action as a result of quarterly audits of Trustee assets at the main office and branch locations.
9. Establish and monitor internal control systems for the remittance functions, branch activities, dual controls and the Trustee's receivable database STAR through quarterly and annual audits.
10. Maintain security of the Remittance area through restricted entry codes and video surveillance.
11. Complete daily reports accurately and in a timely manner for all incoming funds including administrative receipts, direct deposits and tax payments.
12. Determine materials, equipment and facilities needed at the Trustee's Office and various branch locations.
13. Participate in the design and testing of system enhancements to automate and expedite payment processing.
14. Automate and maintain the administrative receipting process totaling almost \$144,000,000 annually from approximately 14 different county offices.
15. Communicate requirements of payment file formats with electronic payees.
16. Oversee the processing of electronic payments while providing assistance and instruction in the uploading of payment files, tracking of funds received/applied, and review of refunds.
17. Perform as backup for Head Cashier, RPS operator and other personnel.
18. Develop and Maintain accuracy and currency of internal written procedures within Policyserv software.
19. Participate in internal and external training opportunities to further develop skills and abilities required for current and future roles.
20. Perform other duties as assigned.

### **EMPLOYMENT WITH SHELBY COUNTY GOVERNMENT REQUIRES:**

- ≡ A satisfactory check of references.
- ≡ A medical examination will be required and will be considered before any appointment can be finalized; and may require a laboratory test for alcohol and substance abuse.
- ≡ Candidate selected for position must reside in Shelby County as of employment date and remain a resident.
- ≡ Federal law requires that the selected candidate provide proof of identity and employment eligibility.
- ≡ All new Shelby County employees must receive their payroll check through direct deposit as a condition of employment.