



VACANCY ANNOUNCEMENT

Job Title: Debt Collection Manager

Department: Finance

Representation: Non-Represented

Salary Range: A-21 \$73,104 - \$97,834

Posting Period: Wednesday, August 21, 2019 – Tuesday, September 3, 2019 (Internal & External Posting)

Persons Eligible:

Internal Applicants: Current employees of the Philadelphia Parking Authority who have been employed and in their current position for at least six months.

External Applicants:

Anyone meeting the required job skills and qualifications

General Description:

The Authority is looking for a qualified individual to manage the activities of the Parking Authority's collections efforts by providing oversight of collection contractors and leading activities of staff members.

Principal Duties:

- Oversee the organization of records to ensure proper collection of outstanding tickets, fines, and penalties due to the city of Philadelphia for violations.
- Plan, create and implement controls, procedures, policies, and strategies to increase the number of successful collections on outstanding debt.
- Recruit, train, and evaluate staff members of collections department to ensure ability to handle various workloads.
- Develop goals that complement overall arching business goals of the Authority and coordinate staff to continually meet and exceed goals
- Prepares reports and financial statements reflecting collection activity. Through subordinate staff, directs the analysis data. Reports and analysis will be shared with the executive staff, management and the public as needed
- Collaborate with the Customer Service department to build and maintain a strong working relationship and develop best practices for handling customer disputes
- Collaborate with the On-Street Division to ensure alignment of policies and practices
- Coordinate department activities with the Ticketing Enforcement, Red Light & Speed Camera departments, and their respective vendors
- Work with the Bureau of Administrative Adjudication (BAA) regarding payment plans
- Oversee outside collection contractors that perform work for the Authority including review of their activities, policies, practices, invoicing, and reporting

Required Job Skills and Qualifications:

Required:

Bachelor's degree from an accredited college or university
Minimum of five years of experience in credit and collections
Proficient in Microsoft Office
Strong Knowledge base of collection laws, rules, and regulations

Preferred:

Excellent verbal and written communication skills
Familiarity with state and city laws regarding moving violations

Working Hours: Monday through Friday during normal work hours

SELECTION CRITERIA FOR INTERNAL APPLICANTS: *(QUALIFIED APPLICANTS WILL BE CONTACTED FOR AN INTERVIEW)

TESTING: N/A

60% - ORAL INTERVIEW,

25% - ATTENDANCE,

15% - LATEST ANNUAL PERFORMANCE EVALUATION

SELECTION CRITERIA FOR EXTERNAL APPLICANTS:

100% - ORAL INTERVIEW

INTERNAL APPLICANTS WHO HAVE AT LEAST TEN (10) YEARS OF SERVICE WILL HAVE FOUR (4) POINTS ADDED TO THEIR TOTAL SCORE. ONLY THOSE APPLICANTS WITH A COMBINED TOTAL SCORE OF 70 OR HIGHER WILL BE PLACED ON THE ELIGIBILITY LIST.

The Philadelphia Parking Authority is an Equal Opportunity employer and does not permit discrimination based on race, ethnicity, color, sex, sexual orientation, gender identity, religion, national origin, ancestry, age, disability, marital status, source of income, familial status, genetic information or domestic or sexual violence victim status.

PLEASE SUBMIT RESUME TO:

**MR. DARRYL WHITE, DEPUTY MANAGER
HUMAN RESOURCES DEPARTMENT
PHILADELPHIA PARKING AUTHORITY
701 MARKET STREET, SUITE 5400
PHILADELPHIA PA 19106**