

NEW CASTLE COUNTY GOVERNMENT

Number 0254

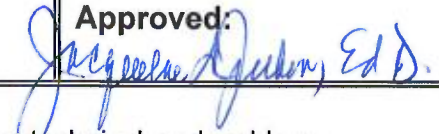
CLASS SPECIFICATION

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Date 07/19/19

Title: TREASURY ASSOCIATE

Approved:



GENERAL STATEMENT OF DUTIES: Performs a variety of administrative, technical, and problem-solving duties to assist in the administration of Billing, Customer Service and Collections in the Treasury department of the Office of Finance; does related work as required.

DISTINGUISHING FEATURES OF THE CLASS: An employee in this class performs a variety of technical and administrative tasks to assist in administering and monitoring the treasury functions for New Castle County, including billing, accounts receivable collecting, delinquent collection processes, and customer service operations. This position also interacts with vendors and banking relationships associated with Treasury activity. Responsibilities include serving as liaison for all customer inquiries which include telephone, electronic correspondence and handling face to face complaints. The individual interacts with other County departments, and outside agencies to ensure the highest quality of service in all areas to the citizens of New Castle County. The employee works with considerable independence of action to conduct research and analyze information, prepare reports, respond to inquiries and represent Treasury in discussions with all levels of management, constituents or external relationships. This employee supervises and is responsible for all areas of monitoring work performance, mentoring, leading and coaching support staff. Work is performed under the supervision of the Treasury Operations Supervisor.

EXAMPLES OF WORK: (Illustrative Only)

- Monitors and maintains information relating to treasury activities in accordance with prescribed rules, regulations, policies, and procedures;
- Advises customers of rules, regulations, policies, and procedures relating to treasury functions;
- Audits, verifies, reconciles, adjusts, and processes payments for all treasury-related billings;
- Maintains related records, information, and files;
- Reviews, audits, and responds to billing exceptions which could result in a financial adjustment to a customer account, revenue or liability ledger;
- Reconciles billings to insure revenue is collected;
- Investigates and responds to questions, problems, and complaints related to treasury activities;
- Complies with State and County regulations relating to treasury activities and ensures compliance with such regulations;
- Conducts training sessions for newly hired treasury employees;
- Collects, compiles, verifies, and prepares information for computer input;
- Reconciles daily treasury activity to general ledger and systems to insure daily activity is accounted for;
- Approves refunds, reconciles bankruptcy activity and request for penalty adjustments;
- Investigates activity differences and recommends adjustments as necessary;

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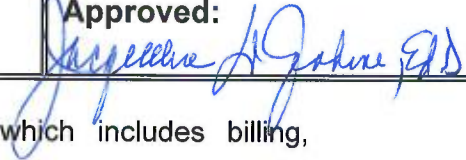
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CLASS SPECIFICATION

Date 07/19/19

Title: TREASURY ASSOCIATE

Approved:



- Oversees Maintenance Corporation customer relationships which includes billing, disbursement of payments and customer service inquiries;
- Assists with annual Audit review;
- Assists with annual Budget preparation of all treasury activity;
- Participates in and provides feedback to vendor relationships as renewal of services are analyzed;
- Conducts research, compiles, and analyzes information and prepares reports;
- Assists in implementing and maintaining policies and procedures relating to treasury activities;
- Responds to requests for treasury information;
- Assists with special projects;
- Promotes an ongoing attitude of dedication to excellent public service and ensures that external and internal customers are provided with the highest quality of service;
- Operates a personal computer, and other related equipment in the course of the work.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES: Some knowledge of the principles and practices of treasury activities including billing, collection and cash management; procedures; good knowledge of fiscal practices with emphasis on governmental entities; knowledge of billing accounting and accounts receivable reconciliations; familiarity with Microsoft software and the ability to convert detailed financial data into worksheets or other software systems; ability to understand and follow complex oral and written directions; ability to make decisions in accordance with laws, ordinances, regulations, policies, and procedures governing the financial operations of the County; ability to communicate courteously and effectively, both verbally and in writing; ability to supervise others; ability to establish and maintain effective working relationships with customers and outside agencies; ability to conduct research, analyze prepare clear and concise fiscal reports.

MINIMUM QUALIFICATIONS: At least three (3) years experience in treasury activities such as billing, collection and cash management, and possession of a bachelor's Degree from an accredited college or university with major course work in finance, accounting, or related field; or an equivalent combination of education, experience and training directly related to the required knowledge, skills, and abilities.

ADDITIONAL REQUIREMENTS: Ability to pass a Class III County physical examination and background check.

HISTORY OF REVISIONS:

Established: 11/01/97
Revised: 11/01/98
Revised: 05/01/03
Revised: 05/28/08
Revised: 07/19/19