

ALARMS SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: The Alarms Supervisor is responsible for managing the issuance and renewal of residential and commercial burglar and panic alarm permits, billing alarm customers for false alarms, and managing the Alarms data in addition to supervising and coordinating the office activities of staff within the Alarms unit. Specific responsibilities include: processing alarm permit applications and alarm permit renewals; billing false alarm calls; resolving complex and higher-level alarm issues; validating and updating alarms data; reconciling receivable and payment transactions between the financial system Advantage and the alarm permitting system Accela; monitoring exception reports to resolve identified issues; educating residents and businesses on the need for alarm permits and false alarm billing; developing and maintaining procedures that meet City Code and program requirements; ensuring alarm permit data is kept current by closing expired alarm permits; supervising the Alarms staff to include: reviewing, directing, and distributing work, completing performance evaluations, and training; working with the Department of Innovation Technology (DoIT) on the Alarms system; and maintaining Alarm accounts receivable including analyzing data, making necessary corrections, and working with Citywide Collections and Accounts Receivable, writing off uncollectable debt. This class is expected to explain and interpret City ordinances, policies, procedures, and documents relevant to the assigned work unit; and represents the City in program related court procedures, dispositions, and meetings. Considerable care and diplomacy is required in performing these duties. This class performs related duties as required.

Distinguishing Features: This class is expected to exercise initiative and independence in setting work priorities, completing assignments, and resolving complex, high-level alarm inquiries in an organized and efficient manner, which may require working some evenings and/or weekends. This class is supervised by the Business Services Director through occasional conferences, meetings, and results achieved. This class is FLSA nonexempt - administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Accounting, Business or Public Administration, Finance, or closely related field. Considerable (3 - 5 years) full-time experience performing accounting and/or collection activities. Good (1-3 years) of lead/supervisory experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Associate's Degree in Accounting, Business or Public Administration, Finance, or closely related field. Supervisory experience in alarm billing, accounting, and collections in a public/governmental agency is preferred. Experience working in Accela (the Alarms permitting system) and CGI Advantage (the City's financial system) is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, and the City Attorney in order to collect revenues due to the City. Acts as a liaison between professional and support staff in processing work and resolving problems. Trains personnel in work procedures. Explains policies, rules, and regulations to employees and the public related to alarm billing, accounting, and collections. Composes correspondence, reports, schedules, minutes, agendas, and statistical worksheets. Prepares operating procedures and systems and training programs. Instructs alarm customers on how to use the Alarms customer portal and other methods to make payments. Prepares various letters in order to collect amounts due. Contacts alarm customers by phone to answer questions.

Manual/Physical: Participates in the selection of applicants for hire, including application review and interviewing. Reviews the work of subordinate personnel to ensure compliance with standard operating procedures. Maintains office files, including personnel files. Implements operating procedures and systems, and training programs for efficient office operation. Operates a personal computer (PC) to process applications, renewals, billing, and pursue collection. Prepares monthly productivity reports. Reconciles data between the financial system and the Alarms system to keep data in sync. Identifies and initiates the write-off of uncollectable accounts. Represents the City in court procedures, dispositions, and meetings related to the alarm program. Meets scheduling and attendance requirements.

Mental: Plans, organizes, and/or directs the activities of all administrative duties of the Alarms staff. Supervises and evaluates the work of subordinate personnel performing administrative duties. Prioritizes and assigns work to personnel and prioritizes own work as necessary to complete work duties. Resolves procedural, operation, and other work-related problems by analyzing workflow and assignments and implementing or revising work procedures. Coordinates work activities and program functions with other City departments. Develops plans for administrative staff.

Knowledge and Abilities:

Knowledge of:

City of Mesa's Alarms ordinance;
City of Mesa's delinquent accounts and/or collection policies, procedures, and practices;
general accounting principles and practices;
delinquent accounts and/or collection techniques and practices;
modern office management practices and procedures;
modern supervisory, training, and evaluation methods and practices;
personnel selection and training methods; and
PC software applications.

Ability to:

interact with residents and business owners and/or managers with tact and diplomacy to collect amounts owed without causing unnecessary hostility;
explain the Alarms ordinance to residents and business officials;
exercise initiative and independent judgment to make decisions based on facts and/or information available and applicable codes and/or ordinances;

exercise initiative in establishing work priorities and completing assignments;
monitor billing and payment records, delinquent account aging reports, and related reports to identify contact priorities based on dollar amounts due and length of time past due;
recommend write-off of uncollectable amounts based on established criteria;
develop and maintain policies and procedures for the work of the unit;
work independently without direct supervision;
plan, organize, assign, and review the work of a paraprofessional staff;
explain policies, rules, and regulations to employees;
compose correspondence, reports, policies, and statistical worksheets;
perform special projects as assigned; and
establish and maintain effective working relationships with management, coworkers, subordinates, personnel from other departments and agencies, and the general public.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

New 5/24

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JOB FCTN-FIN

INCREMENTS 72-200

PAY GRADE: 51

IND-8810

SWORN-No