

Open to the Public
As of June 16, 2017

Bureau Chief – Procurement and Collections

Primary Function

This is highly responsible administrative work in the supervision of the operations of the City Procurement and Collection Bureau. The position is responsible for the planning, directing and coordinating of all the administrative services for the Bureau of Procurement and Collection.

Training and Experience

- Bachelor's Degree in accounting from a four (4) year college or university with course work in business administration and/or accounting.
- Two (2) years' experience of responsible supervisory experience in office management, preferably involving billing and collections systems especially the billing and collection of taxes is required, OR any equivalent combination of training and experience.

Licenses and Certificates

- Possession of a current valid drivers' license issued by the Commonwealth of PA is required.

Comments

- Lifts up to 10 lbs.
- This description was prepared to indicate the kinds of activities and levels of work difficulty required of positions in this class. It is not intended as a complete list of specific duties and responsibilities.

Salary: \$58,459.66- \$70,179.66, dependent upon qualifications

Full-Time; Excellent City benefit package

Applications will be accepted until the position is filled.

The City Job Application and full job description are available at www.cityoflanasterpa.com/city-job-listings

The City of Lancaster is an Equal Opportunity Employer

**City of Lancaster
Job Description**



Job Title:	Bureau Chief of Procurement & Collection	Job Code:	2094
Department:	Procurement & Collection	FLSA:	Exempt - Professional
Job Grade:	1016 – Non-Bargaining	Effective Date:	1/1999
Reports To:	Deputy Director Finance	Revision Dates:	10/1999; 6/2010; 6/2017

Primary Function

This is highly responsible administrative work in the supervision of the operations of the City Procurement and Collection Bureau. The position is responsible for the planning, directing and coordinating of all the administrative services for the Bureau of Procurement and Collection.

Principle Duties & Responsibilities

- Follows safe practices in the performance of duties.
- Directs, manages, and oversees City-wide procurement, billing, revenue collection, centralized purchasing; printing and mailroom activities and operations; which includes planning, coordination, administering, and evaluations programs, projects, planning, processes, procedures, systems, standards, and/or service offerings; ensuring compliance with Federal, State, and local laws, regulations, codes, and/or standards related to taxes, water, wastewater, trash, parking and property violations, and contractual compliance.
- Directs and administers the City of Lancaster's Procurement & Collection office ensuring service excellence, professional expertise, best practice, and integration of the City's cultural characteristics.
- Supervises Procurement and Collection staff to include; prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe work environment; and, making hiring, termination, and disciplinary recommendations.
- Prepares and administers the Procurement and Collection office budget as well as the shared allocations portions for Police, Water, Wastewater, Trash, Housing and SWEEPS budgets; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures. Prepares preliminary annual revenue projections for general, trash, water, and wastewater budgets.
- Interprets, applies and ensures compliance with applicable provisions of the PAC Tax Enabling Act, the PA Third Class City Code, the City of Lancaster Code and Ordinances; the PUC code for outside city water and sewer customers; and Federal, State, and City purchasing requirements.
- Develops policies and procedures for all billing and collection systems including bill overlays, billing dates, and due dates; provides guidance to billing and collection personnel regarding billing discrepancy resolution and collection of delinquent accounts.
- Oversees data management, billing, and collection of current year property taxes, PILOT, DID, water/sewer fees, trash fees, parking and property violations, as well as licenses, permits and miscellaneous billings; processes payment for DID and EIT collections, and files delinquent accounts with collection agencies and/or the Lancaster County Tax Claim Office.
- Serves as the security administrator for the City's business systems, updates users, authorizes and sets limitations for inquiry and maintenance operations.
- Works with end-user departments to analyze processes and needs, and assists IT in the development and enhancement of the City's business systems. Advises IT of new systems and changes required for more efficient operations.
- Participates on a variety of software implementation projects related to taxes, licenses, and other applicable financial packages.
- Participates in policy discussions and decisions affecting administration of the City's billing, collection, and purchasing programs.
- Acts a liaison with County Assessment Office when reviewing assessment changes or appeals; County Treasurer's Office for delinquent taxes; SLSA for sewer shut-offs' County Purchasing Office for piggyback purchasing; and collection agencies for delinquent accounts.
- Manages and provides oversight regarding the implementation and maintenance of a comprehensive purchasing program, which includes; the automated purchasing software system; controlling costs; managing the efficient and timely acquisition of quality equipment, materials, supplies, goods, and services; maintaining ethical procurement standards and ensuring compliance with Federal, State, and City laws, regulations, codes and/or standards.

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- Manages and provides oversight regarding the sale or disposal of surplus property, which includes: timely sales of surplus property, collection of money received from the sale, and ensuring compliance with Federal, State, and City laws, regulations, codes, and/or standards.
- Authorizes refunds related to property taxes and billing systems for overpaid accounts and other account credits.
- Provides administration direction to subordinate managers and employees, anticipating and insuring the solution of problems, insuring that goals and deadlines are met and overseeing administrative functions such as budget preparation, staff selection, evaluation and training.
- Receives and reviews customer complaints in order to analyze deficiencies in administrative methods.

Position Qualifications

Knowledge, Skills and Abilities

- Knowledge of practices related to billing and collection systems.
- Extensive knowledge of the Third Class City Code, PA tax Enabling Act; PUC Water/Sewer regulations, City Code and ordinances; Federal, State and Local purchasing requirements.
- Knowledge of accounting practices as applied to procurement.
- Ability to develop and install administrative tax procedures and other required changes as mandated by local or state law.
- Ability to make difficult decisions and to award contracts impartially and objectively.
- Ability to deal effectively with the public in regards to questions dealing with water, sewer and tax policies and procedures and provide them with clean concise explanations.
- Ability to research work and other assignments involving the operations of the Tax and Treasury Bureau.
- Ability to plan, lay out, supervise and review the work of professional and clerical employees in all aspects of purchasing.
- Ability to instruct personnel on billing procedure and interpreting computer information systems.
- Ability to train personnel in proper procedures in all functional areas of billing and collection.
- Knowledge of modern office procedures, practices and equipment including Microsoft Excel, and Word; and knowledge of relational databases relating to data management.
- Ability to analyze and prepare a variety of complex records, reports and other financial documents.
- Proven ability to interpret, verify, and accurately enter data into a computer database is required.
- Proven ability to follow directions and complete assignments is required.
- Proven ability to read, write, speak and comprehend English is required.
- Ability to operate a vehicle on private and public streets is required.
- Proven ability to work as part of a team and to collaborate successfully with others is required.
- Proven ability to adapt to new or changed situations and to show flexibility in making improvements in work processes and operations is required.
- Proven ability to exhibit customer-centered behaviors and to focus on customer needs is required.
- Proven ability to commit to excellence in service and to continuous improvement is required.

Education, Training and Experience

- Bachelor's Degree in accounting from a four (4) year college or university with course work in business administration and/or accounting.
- Two (2) years experience of responsible supervisory experience in office management, preferably involving billing and collections systems especially the billing and collection of taxes is required, **OR** any equivalent combination of training and experience.

Licenses and Certificates

- Possession of a valid Pennsylvania State Driver's License is required.

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Environmental Conditions

- Indoors, Environmentally Controlled

Safety Equipment Used or Needed

- None

Comments

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