

County of Henrico Job Classification

Treasury Supervisor



General Summary of Classification:

Supervises the Delinquent Tax Section of the Finance Department; may oversee team operations for the collection of real estate and personal property taxes; may oversee daily operations of the Cashier Section or other customer support service operations; communicates with the public on challenging account issues; and performs other duties as assigned.

Examples of Primary Tasks, Duties and Responsibilities (TDR):

- Supervises the Delinquent Tax Section in the collection and application of real estate and personal property tax payments.
- Oversees daily operations of assigned customer support section for license, tax, decal, and utility payment processing.
- Reviews and signs employment liens and judgments on personal property accounts and works with other departments and the County Attorney to resolve problems on large accounts or prepare them for collection through the court.
- Researches information relating to tax accounts, computing penalties and interest as necessary.
- Settles cash register system daily, preparing deposits, codes, and required reporting for Accounting & Data Processing.
- Provides tax, license, decal and other information to citizens for routine, irregular, and complex account issues.
- Prepares routine and irregular reports on collections, debts, account standings, or other issues for management.
- Oversees, supports, guides staff research on highly technical questions and account concerns.
- Directs required adjustments, transfers, refunds, and exonerations for complex account issues.
- Analyzes and evaluates data, prepares detailed reports and supporting documentation, and makes presentations.
- Plans and coordinates work schedules for section staff, and delegates/coordinates special tasks and assignments.
- Trains assigned staff on processes, requirements, and enforcing laws for payments of delinquent taxes, DSO, DMV registration holds, licenses, tickets, bankruptcy, taxpayer location systems, payment methods, and fees.
- Communicates with County and State agencies, mortgage companies, financial managers, collection agencies, title searchers, attorneys, and the public regarding complex accounts through all appropriate communication channels.
- Serves as Treasury Manager in his/her absence.
- Performs other duties as assigned.

Knowledge, Skills, and Abilities (KSA) Typically Required:

- **Occupation-specific:** Advanced working knowledge of accounting principles and practices; advanced working knowledge of credit & collection techniques, laws pertaining to the collection of delinquent accounts, and State and County tax codes; good knowledge of record-keeping and office practices and procedures; thorough working knowledge of the functions and operations of delinquent accounts and collections in a treasury environment; ability to solve problems in response to a variety of operation and management issues.
- **Technical:** Excellent computer skills with the demonstrated ability to proficiently use both typical and customized business software, proprietary systems, and applications to complete assigned tasks; ability to train, coach, mentor, and provide assistance to other Department staff; strong organizational and documentation skills for accurately preparing and maintaining thorough detailed records, reports, and assignments.
- **Communication, Customer Service and Interpersonal:** Excellent written and oral skills with the ability to communicate clearly and accurately, both verbally and in writing, with the County's diverse citizen populations using non-technical language to provide excellent customer service and explain routine and complex account & collection information.
- **Decision-making, and Authority: Ability** to understand, follow, and communicated complex instructions, policies, and data to staff; makes sound decisions independently appropriately involving supervisor as needed; excellent organization skills with the demonstrated ability to plan, delegate, and/or execute section tasks effectively, accurately, and in a timely manner within established deadlines; ability to plan, organize, and conduct staff trainings and team meetings.
- **Leadership:** Supervisory.
- **Environment:** Works in an office setting; may work in various locations based on assigned duties, such as cross training.
- **Physical:** Visual and hearing acuity sufficient to interact accurately with a diverse audience of citizens. Physical ability sufficient to perform assigned duties in an office environment and at various other duty-related locations as needed.

Minimum Education and Experience:

- **Education:** Four (4) year degree in accounting, business management, or a related field preferred;
- **Experience:** Two (2) years of related work experience, including one (1) in a supervisory capacity;
- **OR:** Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

Other Requirements (License, Certifications, Training, etc.):

- Criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.
- Successful completion of all required NIMS courses.

Job Code: G.B.A.0020

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This is a generalized class specification and not a job description. Actual duties, qualifications, and requirements vary by position. For more information, contact the Henrico County Department of Human Resources.