



COOK COUNTY, ILLINOIS

Director of Revenue Collections & Recovery

Opportunity in Chicago

The Cook County Department of Revenue is seeking a Director of Revenue Collections & Recovery to join our team.

Cook County offers great benefits and the chance to participate in a strong tradition of public service. Cook County is home to more than five million residents, roughly 45% of Illinois' population. Cook County Government provides a range of vital services and programs that enhance the quality of life for residents across the region. These services range from health care to urban planning. Cook County is committed to empowering its employees to bring our constituents the best that public service has to offer.

Under the direction of the Director or Deputy Director, assists with the efficient management of Home Rule Tax and General Fee collections and revenue recovery operations. Supervises, plans, directs, and reviews the work activities of all Home Rule Tax and General Fee collection activities, strategies, policies, and programs, primarily focusing on managing outstanding account receivables. Recommends, writes, and implements policies for the department program structures with proposed resource allocation and processes to ensure achievement of outstanding revenue collection. Manages the department customer service Help Desk and drives profitability assessment of Collection and recovery strategies through risk/return analysis using financial modelling.

How do I apply?

Please submit a Cover letter and Resume to Shakmanexemptapplications@cookcountyil.gov.

When are Resumes due?

Until Filled.

SNAPSHOT OF COOK COUNTY:

- Cook County employs over 22,000 employees who work in a variety of skilled jobs and trades.
- Health Care – Cook County established the nation's first blood bank in 1937. Cook County Hospital was the first to have a dedicated unit for trauma services. Today our healthcare system treats more cancer patients than any other provider in the metropolitan area.

- Technology – Cook County’s Bureau of Technology provides technology support to Cook County offices and employees, with its wide area network providing service to more than 120 municipalities.
- Courts – Cook County oversees one of the nation’s largest unified criminal and civil justice system and administers the largest single jail site in the country.
- Highway – Cook County maintains almost 600 miles of roads and highways.
- Land – Cook County assesses the value of more than 1.5 million parcels of taxable land and collects and distributes tax funds as a service for local government taxing bodies.
- Safety – Cook County provides vital services to local government, from conducting elections in suburban areas to offering 911 services in unincorporated areas and municipalities.

Location:

Located in the Loop District of downtown Chicago, one of the most formidable business districts in the world, the area has an astounding number of cultural foundations, stunning parks such as Millennium Park and Maggie Daley Park, steps away from the Chicago Riverwalk, award-winning restaurants and plenty of shopping!

In addition, Chicago is serviced by multiple bus and train lines for public transportation from the suburbs to the city, taxis are plentiful, public parking garages for motorists, and bicycle share rentals and local bike lanes for bicyclist.

Benefits:

Cook County employees have access to a variety of benefits, including:

- Medical and Pharmacy Plans
- Dental Plans
- Vision Plan
- Flexible Spending Accounts – Health Care and Dependent Care
- Life Insurance – Group Term and Supplemental Life
- Commuter Benefits
- Pre-paid Legal Services
- Retirement Benefits
- Competitive Base Pay

Post Offer testing:

This position requires successful completion of post-offer tests, which may include a background check, drug screen and medical examination.

PURSUANT TO EXECUTIVE ORDER 2021-1 AND COOK COUNTY’S MANDATORY COVID-19 VACCINATION POLICY, THE SELECTED CANDIDATE WILL BE REQUIRED TO EITHER SUBMIT PROOF OF FULL VACCINATION OR A REQUEST FOR REASONABLE ACCOMMODATION PRIOR TO THE START OF EMPLOYMENT. PLEASE CLICK THE FOLLOWING HYPERLINKS FOR THE FULL TEXT OF EXECUTIVE ORDER 2021-1 AND THE COOK COUNTY MANDATORY COVID-19 VACCINATION POLICY.

[EXECUTIVE ORDER 2021-1](#)

Pursuant to the Shakman Consent Decree, Supplemental Relief Order and the Cook County Personnel Rules, this position is exempt from the County's career service rules, is at-will and political reasons or factors may be considered when taking any employment action. As an employee in a Shakman exempt position, if you do not currently live in Cook County, you will have six (6) months from date of hire to establish actual residency within Cook County.

COUNTY OF COOK



Bureau of Human Resources

118 N. Clark Street, Room 840
Chicago IL 60602

Job Code: 9496
Job Title: Director of Revenue Collections & Recovery
Salary Grade: 24
Bureau: Bureau of Finance
Department: Department of Revenue
Dept. Budget No. 1007
Position I.D. 0129795
Shakman Exempt

Characteristics of the Position

General Overview

Under the direction of the Director or Deputy Director, assists with the efficient management of Home Rule Tax and General Fee collections and revenue recovery operations. Supervises, plans, directs, and reviews the work activities of all Home Rule Tax and General Fee collection activities, strategies, policies, and programs, primarily focusing on managing outstanding account receivables. Recommends, writes, and implements policies for the department program structures with proposed resource allocation and processes to ensure achievement of outstanding revenue collection. Manages the department customer service Help Desk and drives profitability assessment of Collection and recovery strategies through risk/return analysis using financial modelling.

Key Responsibilities and Duties

Drives profitability assessment of Collection and recovery strategies through risk/return analysis using financial modelling.

Provides leadership, direction, ongoing training and coaching to maximize revenue collection and recovery.

Collaborates with Director or Deputy Director to prioritize department initiatives and develop, implement, monitor, revise and communicate annual goals, objectives, budgets, and performance standards for the area of responsibility to evaluate opportunities for cost savings and quality.

Manages current supervisor overseeing the business cashiering and reconciliation operations.

Manages the customer service Help Desk.

Leads recovery efforts through the Tax Intercept program for Cook County while managing the third-party collection agency process.

Formulates and creates department policies related to collection and debt collection activities.

Supervises, directs, trains, and reviews the work activities of assigned personnel engaged in collection activities.

Knowledge, Skills and Abilities

Thorough knowledge of methods and techniques of revenue collection with the ability to manage multiple projects.

Strong knowledge and understanding of the various types of records maintained by businesses, partnerships, and individuals.

Thorough knowledge of Accounts Payable department operations and ability to resolve payment issues.

Ability to research issues related to collections and debt recovery with the purpose of formulating and writing Department policies in those areas.

Knowledge of data management principles, methods, and tools.

Strong analytical and project management skills.

Ability to make sound judgments and effectively communicate with others in written and oral form.

Ability to evaluate and prioritize multiple assignments in an efficient and timely manner.

Ability to interpret and understand large and complex data sets.

Minimum Qualifications

Graduation from an accredited college or university with a bachelor's degree PLUS a minimum of five (5) years of experience in revenue collections, accounts receivables or billing operations **OR** an equivalent combination of professional work experience, training, and education.

Experience as a supervisor or manager in collection.

Preferred Qualifications

Experience with lockbox operation and reconciliations of those transactions.

Experience with but not required iNovah Cashiering software.

Physical Requirements

Sedentary Work

Sedentary Work involves exerting up to 10 pounds of force occasionally or a negligible amount of force frequently to lift, carry, push, pull, or otherwise move objects. Sedentary work involves sitting most of the time but may involve walking or standing for brief periods of time.

The duties listed are not set forth for purposes of limiting the assignment of work. They are not be construed as a complete list of the many duties normally to be performed under a job title or those to be performed temporarily outside an employee's normal line of work.