

Job Description and Standards of Performance

<u>Position Title:</u> Admin and Circulation Collector	<u>Affiliation:</u> PNG
<u>Specialization:</u>	
<u>Department:</u> Circulation	<u>Department #:</u> 7221
<u>Date Updated:</u> 4/29/07	<u>Updated by:</u> J. Gallivan
	<u>Job Code #:</u>

Position Purpose/Objective:

To manage the sales, service, and collections of the Portland Press Herald/Maine Sunday Telegram in a defined geographical area. To increase net paid circulation.

All core duties are listed before supporting duties. The relative importance of duties relates to the anticipated impact of that duty to the business, department, customer, and/or product.

Position Duties	Meets Expectations When:
Maintains dealer collections schedules in assigned area. CORE	All dealers are collected from on a regular schedule as determined by size of account.
Maintains vending machine collection schedules in assigned areas. CORE	All vending machines are collected from on agreed upon schedules. Vending machine collection standards are followed at all times. ACC identifies problem areas and suggests solutions to correct them. Delivery and pilferage audits are completed on a regular basis
Draws are adjusted to maximize net sales and to minimize returns. CORE	Draw changes are done weekly. Sellouts are maintained at or below prescribed standards, Employee understands and anticipates seasonal net sales trends and acts upon them in a proactive manner.
Maintains aging balance levels that do not exceed departmental standards. CORE	There are no aging balances past three (3)-billing periods, unless approved by management.
Develops new dealer sales locations within assigned area of responsibility. CORE	Personal visits are made to all potential dealer accounts on a regular basis. Results of sales activity are made available to management on a regular basis.
Returns are audited to insure dealer compliance.	Collector picks up and gives credit for full paper returns only . All returns

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Supporting	are counted while at the account. Discrepancies are brought to the attention of the store manage/owner. Defaced or incomplete returns are not credited.
Completes accounting of all dealer collections to prescribed standards. Completes all paperwork on schedule. Supporting	C-pay sheets are submitted on a daily basis. All collections are deposited on a daily basis. Night deposit procedures are followed without exception.
Monitors accuracy of dealer billing. Supporting	Insures all dealer bills reflect accurate charges and credits. Any and all errors are researched, documented, and the corrective paper work promptly submitted.
Issues credit and charges to dealers when collecting money. Supporting	Necessary charges and credits are issued with appropriate approval. Problems are rapidly resolved that necessitated the credit and suitable documentation is written and submitted before the next billing period
Insures the proper positioning and display of the Portland Press Herald/Maine Sunday Telegram in all dealer locations. Supporting	Portland Press Herald/Maine Sunday Telegram are in the prime sales position and on the top shelf of dealer wire rack displays without exception. Interacts with store personnel to correct any and all problems without delay. Installs new display units where necessary.
Places point of purchase materials in all dealer accounts. Supporting	All Portland Press Herald/Maine Sunday Telegram dealer accounts display the most current point of purchase materials and shelving on site for the first day of delivery.
Checks to insure timely delivery to each dealer account. Supporting	All papers are delivered before the dealer account opens. If a 24-hour store, the collector does whatever is necessary to <i>ensure that our products are delivered</i> as early as possible. Collector is familiar with trucking patterns and schedules.
Fosters a growing, positive relationship with Portland Press Herald/Maine Sunday Telegram dealer accounts. Supporting	Inquiries from dealer accounts are responded to rapidly. Problems are resolved to the satisfaction of all parties. Dealers are treated as the

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	vital customers of the company that they are.
Performs other related duties as assigned. Supporting	Additional related duties as assigned are performed in a timely manner.

Required Education and/or Experience/Knowledge:

A high school ~~degree or equivalent~~.
Valid driver's license, proof of insurance, an excellent driving record and a reliable vehicle.

Required Skills:

Basic math skills
~~Attention to detail~~
~~Organizational skills~~
Strong customer service skills

This position reports to:
 Single Copy Operations Manager

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