

REVENUE MANAGER

DEFINITION

To plan, organize, direct and coordinate activities of the Revenue Division within the Finance Department including billing and collection, business tax, general fund and non general fund reconciliation and related revenue functions; to coordinate Revenue Division activities with other divisions and departments; and to provide highly complex staff assistance to the Director of Finance.

DISTINGUISHING CHARACTERISTICS

The Division Manager level encompasses positions that provide full line and functional management responsibility for a division within a department that includes the development and implementation of policies, procedures, goals and objectives. It is distinguished from the Supervisor level in that the latter is responsible for supervising and actively participating in the work of assigned staff and does not have policy level decision making responsibilities.

SUPERVISION RECEIVED

Receives general direction from the Director of Finance, or designee.

SUPERVISION EXERCISED

Exercises direct supervision over supervisory, professional, technical, and administrative support personnel.

ESSENTIAL DUTIES

Duties may include but are not limited to the following:

Develop and implement divisional goals, objectives, policies and procedures.

Plan, organize and direct revenue collection activities including business tax, fund reconciliation, and related revenue functions.

Direct, oversee and participate in the development of the Revenue Division work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Prepare the Revenue Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the Department.

ESSENTIAL DUTIES (continued):

Propose, develop, present and implement ordinances and staff reports before the City Council related to assigned operations.

Recommend and assist in the implementation of new technology to maintain or improve the effectiveness and efficiency in collecting and processing payments and tracking various permits and licenses for compliance.

Confer with City staff and management in analyzing proposed rate structures for business taxes, license fees, parking rates and other City revenues; recommend regulation and ordinance revisions to ensure effective billing and collection operations.

Prepare a variety of complex financial statements, reports and analysis.

Interpret and apply municipal tax and permit law for taxpayers and City personnel and provide information to customers regarding policies, procedures and codes.

Represent the City in Small Claims Court, as necessary, related to the collection of City revenues; coordinate with the City Attorney's Office to ensure all administrative procedures are completed successfully and in a timely manner.

Prepare revenue estimates and projections for each new budget year; review and update revenue estimates for City administration, including a mid-year analysis of budgeted revenues.

Represent the division and department to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Principles and practices of billing, accounting, collection and payment remittance processing within a municipality.

Principles and methods of finance administration, budgeting, auditing, financial planning, reporting and forecasting.

Principles and practices of leadership, motivation, team building and conflict resolution.

Pertinent local, state and federal rules, regulations and laws.

Principles and practices of organizational analysis and management.

Budgeting procedures and techniques.

English usage, spelling, grammar and punctuation.

Principles and practices of good customer service.

Principles and practices of work safety.

Modern office equipment and procedures including use of a variety of software applications.

Principles and practices of supervision, training and personnel management.

Ability to:

Organize and direct the Revenue Division operations.

Prepare and present a variety of complex financial statements, documents and reports.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion.

Interpret and apply City and department policies, procedures, rules and regulations.

Supervise, train and evaluate personnel.

Communicate clearly and concisely, both orally and in writing.

Review and prepare letters, correspondence and reports.

Establish and maintain effective working relationships with those contacted in the course of work.

Operate a personal computer including financial software.

Analyze situations carefully and adopt effective courses of action.

EXPERIENCE AND EDUCATION

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

Experience: Five years of increasingly responsible full time experience performing professional accounting and finance duties, including two years of supervisory responsibility. Municipal finance experience highly desirable.

Education: Equivalent to a Bachelor's degree from an accredited college or university in Accounting, Finance, Business Administration or related field.

Licenses and Certificates: Possession and maintenance of a valid driver's license may be required.

SPECIAL REQUIREMENTS

Essential duties require the mental and/or physical ability to: work in a standard office environment and use standard office equipment and current software; grasp, perform repetitive hand movements and fine coordination to prepare documents and data using a computer keyboard and mouse/trackball; sit for prolonged periods of time; stand, walk, reach, bend and safely lift and move equipment and materials weighing up to 35 pounds; converse by telephone, by email, in person, and be clearly understood; read and comprehend legal, technical and complex documents; interact with the public and all different levels of City staff in an effective and professional manner. Essential functions must be performed with or without reasonable accommodation.

PROBATIONARY PERIOD: One year

729CS12

Created: August 2012

Revised: July 2013

AAP GROUP: 2

FPPC STATUS: Designated

FLSA STATUS: Exempt