



## REVENUE SERVICES SPECIALIST

**AGENCY/DEPARTMENT:**  
Administrative Services/Revenue

Approved By HR Director: *Gordon Johnson*  
Date Approved: **10/10/2003**  
Date of Last Revision:

Reports to: Customer Services Supervisor  
Supervises: N/A  
Conflict of Interest Code Filer: No

**JOB SUMMARY:** Under general supervision, coordinates and administers revenue services activities in the areas of business license, solid waste and utilities customer service, utility billing, cashiering and/or credit and collections; performs advanced technical accounting functions; retrieves revenue on all regular, delinquent and unbilled accounts; coordinates and oversees the work of subordinate personnel; handles difficult customer service issues; oversees and coordinates the cashiering function and/or performs Utility billing functions; and performs other related work as necessary.

### EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Provides lead direction and training to Customer Services Representatives, coordinating and reviewing their work.
2. Oversees and coordinates the cashiering functions, including balancing, preparing and delivering reports to the Fiscal Services Department in a timely and accurate manner, handling credit card issues and ensuring proper internal controls for cash handling are followed.
3. Oversees and coordinates the business license area; processes and examines new business license applications, reviews for completeness and accuracy of information, and makes recommendation for approval; oversees annual business license renewals, including all notices and payment processing; may conduct field inspections of local businesses; enforces City Codes and regulations; appears in Small Claims Court to represent City against non-compliant businesses.
4. Coordinates, oversees, and makes determinations to issue delinquent notices, shut-off utilities, remove bins, and conduct collections of all utility accounts; may call customers for collections; works with collection agency to collect delinquent accounts.
5. Responsible for complex work in utility and solid waste areas such as preparing and issuing refund checks, processing adjustments, creating new accounts and addresses and verifying bills; works with the Information Technology (I.T.) Department and software support to enhance Customer Information System (CIS); tests CIS patches, fixes, changes and enhancements.
6. Responsible for correct and timely issuance of utility and solid waste billings; works with meter readers and field supervisors to ensure correct information is obtained in a timely manner; runs reports, queries and processes to audit and correct billing information; identifies problems and alerts I.T. Department staff when software problems occur.
7. Receives and responds to complex customer inquiries, concerns and complaints regarding business license, utility and solid waste billings and services, credit and collections and cash handling; researches and resolves problems in a timely manner; runs and audits needed reports, processes and queries to ensure all needed work is being done in each area of responsibility.
8. Assists other city employees and officials with revenue services-related questions.
9. Assists Revenue Services Manager with special projects; prepares agendas and resolutions; assists with cashiering, counter and telephone customer service as necessary.

10. Provides administrative support to supervisor, including handling customer inquiries, assisting with employee training, departmental procedures and performance standards and handling employee questions or concerns as necessary.

<b>QUALIFICATION GUIDELINES:</b>
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**EDUCATION:** High School diploma or recognized equivalent.

**EXPERIENCE:** Three years of progressively responsible experience in a customer service environment utilizing business licensing, revenue accounting, accounts receivable or billing and collections.

**KNOWLEDGE OF:**

- Municipal Code related to business licenses, utilities and/or solid waste.
- Billing and collection policies and practices.
- Accounts receivable and bookkeeping methods and principles.
- Customer service methods and communication techniques.
- Records management procedures.
- Use of modern office equipment procedures and practices.
- Leadership techniques.

**ABILITY TO:**

- Operate a personal computer to use word processing, spreadsheet, and accounting system applications.
- Operate a cash register, calculator, and standard office equipment.
- Perform arithmetical computations and input data with speed and accuracy.
- Prepare and review accounting reports, collection documents, statements, and correspondence in a complete, accurate, and timely manner.
- Lead, train, review work, and provide technical direction to staff.
- Schedule, organize, and complete work in accordance with deadlines.
- Make accurate business license and accounting transactions and identify and correct errors.
- Understand and follow written and verbal instructions.
- File documents alphabetically, numerically, and chronologically.
- Communicate effectively both orally and in writing.
- Work cooperatively with business representatives, residents, vendors, co-workers, departmental representatives, supervisors, and management.

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**LICENSES:**

- Valid Class C CA drivers license and an acceptable driving record at time of appointment and throughout employment in this classification.

**CERTIFICATIONS:**

**SPECIAL REQUIREMENTS:**

**DESIRABLE:**

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- Course work or training in accounting principles, methods, and practices and small claims procedures.
- Ability to understand and communicate in Spanish.

**FLSA Exemption Status:** Non-Exempt

**Employee Unit:** San Bernardino Public Employees Association

**DOT Program Participant:** No

**Job Family:** Revenue/Customer Services

**Career Progression:** Customer Services Representative  
Revenue Services Specialist  
Customer Services Supervisor