



REVENUE SERVICES SUPERVISOR

AGENCY/DEPARTMENT:
Administrative Services/Revenue

Approved By HR Director: Linda Matthews
Date Approved: 06/16/2005
Date of Last Revision: 5/14/2003

Reports to: Revenue Service Director
Supervises: Varies

JOB SUMMARY: Under general direction, plans, coordinates and supervises the activities and operations of assigned staff within the Revenue Services Department; develops and administers department policies; selects, trains, evaluates, and provides daily direction to support staff; and performs other related work as necessary.

DISTINGUISHING CHARACTERISTICS: This class is the working supervisory level characterized by its responsibility for directly supervising staff and ensuring customer service standards in one or more of the following operations: cashiering, billing and collection, business license, Utilities call center, and Central Services. It is distinguished from the Revenue Services Director by the latter's responsibility for overall management of the Revenue Services Department. It is distinguished from the Revenue Service Specialist by the latter's focus on the performance of complex technical accounting and customer service work.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Plans, organizes, and supervises the work of subordinate staff and coordinates activities of Billing and Collections Utility Service Accounts and Business License units.
2. Directs and assists staff in daily operations, resolving difficult problems with both internal and external customers.
3. Develops, recommends, and implements policies, operational procedures and objectives for the units and trains affected employees on these.
4. Conducts performance evaluations; recommends and implements rewards and discipline as necessary.
5. Prepares annual Utilities and Business License unit budgets, monitoring revenues and expenditures.
6. Establishes priorities and standards for unit.
7. May perform the work of subordinates such as assisting customers or processing daily collections or licenses, depending on the units' workload.
8. Responds to complaints and inquiries as necessary.
9. Directs and oversees the preparation and maintenance of necessary records and reports.
10. Prepares accounting reports.
11. Oversees daily cash collections and accounts receivable posting operations.

QUALIFICATION GUIDELINES:

ANY COMBINATION OF EDUCATION AND/OR EXPERIENCE THAT PROVIDES THE REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES TO PERFORM THE ESSENTIAL FUNCTIONS OF THE POSITION. A TYPICAL COMBINATION INCLUDES:

EDUCATION: Bachelor's degree or equivalent in Business Administration, Finance, Accounting, or related field. Up to two years of the required education may be substituted by

additional related experience based on two years of related experience being equivalent to one year of education.

EXPERIENCE: Three years of lead or supervisory experience in revenue collection/processing, call center operations, accounting, customer service, or business license processing.

KNOWLEDGE OF:

- Principles and techniques of supervision.
- Customer service operations, policies and procedures.
- Office management practices and procedures.
- Methods and techniques used in revenue and recovery of delinquent accounts.
- General municipal operations.
- Laws, rules, and regulations pertaining to collections.
- Basic accounting principles.
- Accounts receivable terminology, methods and procedures.
- Cashiering and financial recordkeeping.

ABILITY TO:

- Plan and coordinate work assignments.
- Evaluate employee performance and make appropriate disciplinary recommendations.
- Maintain accurate accounting records.
- Work in various versions of MS Windows proficiently using MS Word, Excel, Outlook and Explorer.
- Communicate effectively both orally and in writing with co-workers, supervisors, management, other department representatives, and the public.
- Demonstrate flexibility and respond to changing requirements and job assignments.
- Operate a personal computer and standard office equipment effectively.
- Utilize a 10-key adding machine by touch.
- Establish and maintain cooperative working relationships.
- Prepare clear, concise reports.
- Analyze and evaluate data in order to draw logical conclusions.
- Exercise sound judgment and make decisions with confidence.

LICENSES:

- Valid Class C California drivers license.
- Acceptable driving record at time of appointment and throughout employment.

CERTIFICATIONS:

SPECIAL REQUIREMENTS:

DESIRABLE:

FLSA Exemption Status: Exempt

Employee Unit: Unit # 3, Management

DOT Program Participant:

Job Family: Revenue/Customer Services

Class Progression: Customer Service Representative
Revenue Services Specialist
Revenue Services Supervisor
Revenue Services Director