

CITY OF DALY CITY
JOB SPECIFICATION
EXEMPT POSITION

REVENUE SERVICES MANAGER

DEFINITION

Under limited direction from the Director of Finance and Administrative Services and/or the Deputy/Assistant Director of Finance and Administrative Services, this position manages the programs and activities related to revenue collections. This position is responsible for the timely and accurate collection of City revenue including payment of business licenses/permits, utility billing, transient occupancy tax (TOT), utility user tax (UUT), parking permits, and all other miscellaneous revenue; provides cash handling oversight to various City facilities and assists with the development of cash handling procedures; responsible for the administrative portion of the City's parking permit program and petty cash program; assists the Director of Finance and Administrative Services in revenue projects and cashflow; performs related duties, as required.

EXAMPLES OF DUTIES

- Plans, manages, oversees, and participates in the daily functions, operations, and activities of the Revenue Services Division.
- Establishes procedures and standards of conduct aimed at promoting customer service and proper revenue collection activity.
- Provides cash handling oversight to various City facilities and assists with the development of cash handling procedures.
- Develops and conducts training on cash handling policies, sets standards for work measurement and quality control and is responsible for budget areas related to Revenue Services.
- Ensures that City facilities are in compliance with regard to cash handling procedures in the collection and handling of City funds by developing and reviewing cash handling procedures and conducting on-site audits to review and evaluate compliance.
- Coordinates with other departments to correct discrepancies and resolve issues related to collections, parking permits, petty cash, parking citations, administrative citations, and payment issues.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Directs and manages the day-to-day operational activity of the Revenue Collections Office, Utility Billing and Payroll.
- Is responsible for the implementation and maintenance of the payroll infrastructure.

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REVENUE SERVICES MANAGER (PAGE 2)**

- Participates in the development, administration, and oversight of relevant budgets including forecasting revenues and controlling expenditures.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Director of Finance and Administrative Services.
- Monitors changes in regulations and technology that may affect assigned functions and operations; recommends and assists in the development of policy and procedural changes and implements after approval.
- Ensures that current and changing Federal, State, municipal Code regulations and City policies are adhered to.
- Oversees business licensing fee process as well as other licensing and permitting fee processes pursuant to City ordinances and other regulatory requirements; ensures proper remittance of fees to the City.
- Potentially oversee the utility billing function; oversees and administers the implementation of revisions to the fee structure; addresses the most difficult and complex customer service issues and problems related to utility billing.

MINIMUM QUALIFICATIONS

Knowledge of: Principles and practices of public agency revenue collection and tax administration; generally accepted accounting principles, including government accounting and auditing; principles and practices of public agency budget development and administration and sound financial management policies and procedures.; principles and application of computerized accounting systems; principles and practices of management and supervision.

Ability to: Plan, organize, assign, direct, review, and evaluate the work of assigned staff; and motivate staff and develop a strong customer service ethic in the workplace. Interpret, explain and apply laws and regulations governing municipal accounts receivable and revenue processing. Analyze financial and accounting reports and make appropriate recommendations on projected revenue or cash flow. Implement and maintain accurate record maintenance systems. Plan, assign, supervise, review and evaluate the work of others. Train others in work procedures. Interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Experience: Four (4) years of increasingly responsible experience in revenue services administration in a municipal or similar setting, including at least two years of supervisory experience.

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Education: Graduation from a four-year college with major course work in accounting, finance, business administration, public administration, or a related field

License: Possession of a valid Class C California Driver's License.

DESIRABLE QUALIFICATIONS

Experience in a governmental or public agency or in a customer service-oriented organization is strongly preferred. Experience in developing billing and accounting programs that have included collections; and knowledge and experience in investment analysis and management is highly desirable.

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