

**City of San Rafael
Job Class Specification**

Job Title: Revenue Supervisor

SUMMARY

Under direction, is responsible for the day-to-day administration of the business license program. Provide transaction support to the Parking Services Division. Provide transaction support to various departments' billing, receivables and collections efforts.

DISTINGUISHING CHARACTERISTICS:

This classification is characterized by the responsibility to provide supervisory and technical support in reviewing and processing and collection of business licenses and daily cashing, performs procedures for collection of current and delinquent accounts internally and City wide.

SUPERVISION RECEIVED AND EXERCISED:

The Revenue Supervisor is a first line supervisory position and reports to the Finance Manager. Incumbents follow general guidelines and technical and administrative standards, exercising independence in resolving problems and/or developing recommendations on potential solutions. Incumbent is expected to consult the Finance Manager and/or city attorneys in new or unusual situations, which require interpretation of the municipal code, previous legal and administrative opinions.

ESSENTIAL DUTIES AND RESPONSIBILITIES include but are not limited to the following:

- Plans, coordinates, supervises, trains, organizes, integrates and evaluates the work of assigned staff; develops, implements, and monitors work plans and explains systems, procedures, and a standards needed to achieve annual goals and objectives.
- Provides revenue projections and estimates used in connection with the preparation of budgets, midyear analysis, and researches new areas of revenue sources via business license taxes.
- Participates in preparation of ordinances, resolutions and agenda reports and oversees changes.
- Supervises, participates in and reviews the work of section employees involved in cashing and the daily reconciliation of cash receipts, plus business license postings.
- Supervises, guides and informs staff in the interpretation of city policies and regulations involving the business license tax, parking citations, collections procedures, miscellaneous city cashing, small claims, and other programs and functions.
- Participates in evaluating the impact of state regulations and city-sponsored legislation upon the city's revenue and services as it relates to business license tax and citywide collection.
- Reviews work methods and inter and intradepartmental procedures to ensure effective workflow.
- Develops and updates operational procedures to improve efficiency and effectiveness of programs, policies and procedures; reviews and evaluates code, fee and rate changes; troubleshoots software problems with vendor; creates, revises and maintains records of forms and templates; drafts and recommends accounting procedures, control standards and procedures for review and approval, relative to business license, planning project billing, on-line and credit card transactions.
- Resolves the more complex conflicts involving upset and dissatisfied customers requiring a high degree of sensitivity and independent judgment; takes action to resolve complaints; responds to correspondence and telephone calls, providing information and handling issues, requests and complaints; responds to or refers complaints to appropriate staff and/or takes action.
- Prepares reports and schedules for review and audit; provides accounting and financial reporting information and assistance to other departments.

- Represents the City as a member of professional associations.
- Maintains complete and current database of businesses operating in the City, utilizing computer terminal and all available technological tools.
 - . Assist in the development of related ordinances.
- Oversees final collection and small claims action citywide, regularly representing various city departments.
- Operates computer terminals and/or personal computers to enter and maintain records of transactions and other related recording keeping systems.
- Supervises parking citation payments and related data with outside services.
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- Performs related duties as required.

KNOWLEDGE OF:

- Principles and practices of accounting transaction and related financial record keeping.
- Principles and practices of effective customer service.
- Principles and practices of supervision
- Municipal billing procedures and related automated accounting systems.
- Collection techniques up to and including processing judgments obtained in Small Claims Court.
- Modern office practices and procedures, and equipment.
- Business software applications.

ABILITY TO:

- Understand and apply City and departmental policies, Municipal Codes, Master Fee Schedule and related procedures.
- Maintain a variety of customer accounting and office records and files
- Identify problems, evaluate alternatives and make logical decisions.
- Plan, assign, and coordinate the work of subordinate employees.
- Proofread and/or edit for errors in input and/or arithmetical calculations.
- Maintain confidentiality of information.
- Communicate effectively verbally and in writing.
- Establish and maintain effective working relationships and over the telephone.

EDUCATION AND EXPERIENCE:

Equivalent to graduation from high school and an Associates Arts degree from an accredited college with major course work in business administration accounting, finance or a related field; and four (4) years of increasingly responsible experience in the preparation and maintenance of data files and accounting/financial records, and including at least one year of lead or supervisory work experience. A Bachelor's degree in an appropriate field may substitute for two (2) of the four (4) years of required experience.

LANGUAGE SKILLS:

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization.

MATHEMATICAL SKILLS:

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY:

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to sit; use hands to finger, handle, or feel; and talk or hear. The employee frequently is required to reach with hands and arms. The employee is occasionally required to stand and walk. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, and ability to adjust focus.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee regularly works in indoor conditions and regularly works near video display. The noise level in the work environment is usually moderate.

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