



Revenue Development Specialist

Summary

Responsible for performing and monitoring revenue generating activities and collections; incumbent is expected to exercise independent judgment in enforcement of the City's revenue producing ordinances and policies.

Class Characteristics

Direction is provided by a higher-level supervisor or manager. Responsibilities may include indirect supervision of accounting assistant personnel.

This position performs, within policy, procedural, and legal guidelines, including federal, state, and local laws, with a high degree of independence and initiative, collection, enforcement, and investigative work. Incumbents perform collections utilizing advanced collection methods, techniques, research, and other procedures designed to preserve the City's collection interests and secure maximum payment of current or delinquent revenues and accounts receivable.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and 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 a disability to perform the essential duties, skills, and demands.

Duties:

Perform billing and collection activities on doubtful and delinquent accounts receivable including, but not limited to, miscellaneous accounts receivable, utility bills, business taxes, and assessment districts.

Prepare periodic reports of collections activities.

Enforce City ordinances relating to business taxes to ensure that all business establishments comply in a fair and consistent manner.

Respond to non-routine customer service inquiries and complaints.

Audit sales tax records, fictitious business name filings, and other records to identify businesses in operation that are not licensed.

Research business information using various electronic sources, including online business directories, county records, and GIS information for comparison to proprietary database.

Provide over-the-counter customer service, communicate tax requirements, and interpret and explain applicable City ordinances.

May review financial records of businesses in order to establish tax liability.

Perform related duties as assigned.

Skills/Abilities:

Analyze and evaluate records related to debtors.

Acquire a thorough knowledge of the local business community.

Maintain accurate and up to date records, and retrieve statistical data from collections records.

Prepare policies and procedures as they relate to collection activities of the City.

Resolve complex and difficult customer situations.

Deal effectively with co-workers and the public in the collection of delinquent accounts and the enforcement of City tax ordinances.

Understand multiple billing systems.

Train accounting assistant staff in related procedures.

Work effectively without immediate supervision.

Exercise sound judgment in independent decision making.

Interpret and apply policies, procedures, and ordinances fairly and reasonably.

Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.

Communicate clearly and concisely, both orally and in writing.

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

Prepare a variety of reports and correspondence.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit, use the computer keyboard and mouse, use hands to finger, handle, or feel, reach with hands and arms, talk or hear, stand, walk, and stoop, or crouch. Occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Requires the ability to work in an office environment where the noise level is usually moderate.

Qualifications

Knowledge of:

Effective billing methods, collection principles, and practices; analysis and research techniques.

Working knowledge of the City's business tax municipal code.

Appropriate and accurate spelling, punctuation, and grammar.

Principles of organization, administration, supervision, and training.

Principles and techniques of effective oral and written communications and public relations.

Techniques for dealing with customers, often in situation which may be difficult or confrontational.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Education and Experience

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

Education:

Equivalent to graduation from high school supplemented by course work in accounting, auditing, or a related field; an Associate's degree with major course work in accounting, auditing, or a related field is preferred.

Experience:

Three years of experience in accounts receivable processing and collection of past due accounts; thirty (30) semester units completed at an accredited college may substitute for one year of experience; business tax collection experience using a variety of methods and techniques is desirable.

Certifications/Licenses:

Must be able to travel to locations within Petaluma to perform onsite inspections of financial records. When driving on City business, the incumbent is required to maintain a valid California driver's license as well as a satisfactory driving record.

Established: 04/16/2018

Resolution #: 2018-052 N.C.S.; 2021-109 N.C.S.

Revised: 06/21/2021

Department: Finance

FLSA Status: Non-exempt