

**ADMINISTRATIVE SERVICES DEPARTMENT
FINANCE DIVISION
REVENUE OFFICER**

GENERAL DUTIES: Under the general supervision of the Finance Director, directs the services and functions of the City Revenue Division with responsibility for the receipt and collection of City funds and revenue analysis.

GENERAL REQUIREMENTS:

Personal Appearance - Is appropriate for the work environment and meets expectations for the proper image of the City, as per department policy.

Attendance - Follows department/City policy in regard to punctuality and attendance.

Compliance with Work Instructions - Follows all work instructions given, and completes all assigned duties. Follows the policies, rules and regulations of the City and department.

Safety - Follows the Safety and Health Handbook, as well as other safety related standards, and avoids unnecessary risk to oneself, co-workers, citizens and property.

Internal Relations - Conducts work in a manner which supports the overall team effort, and which avoids disruption of one's work and the work of others. Treats all City employees with respect. Takes responsibility to resolve differences. Finds solutions to problems. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

Customer Service - Conducts work that fosters public support for the City, that will lead to fewer complaints and claims against the City. Treats customers with respect. Follows the same rules that one expects the customers to follow. Respects racial, religious, ethnic and sexual differences of others, and avoids derogatory statements regarding these differences.

ILLUSTRATIVE EXAMPLES OF WORK:

1. Administers the City's revenue functions and directs the processing and recording of City revenues and billings.
2. Establishes systems and procedures for an aggressive revenue collection program, including the handling of small claims actions in which the City is the plaintiff.
3. Maintains and audits all franchise, and concession and lease agreements to ensure terms and conditions are met.
4. Provides explanations and interpretations of regulations governing utility billings, business licenses and similar matters. Resolves any customer complaints regarding licenses and accounts receivables.

5. Assists in the preparation of the five-year budget in regard to revenue projections.
6. Analyzes and prepares various revenue performance reports and prepares special studies for revenue enhancement including recommendations.
7. Maintains an effective tracking of various City licenses and permits.
8. Participates in improving customer service and accomplishment of the City's Mission Statement.
9. Visits business establishments, surveys newly annexed areas, searches geographical areas of the City for unlicensed establishments and changes in ownership, interviews and advises applicants and owners regarding interpretation of applicable City ordinances.
10. Trains and supervises the work of other employees within the revenue group. Helps in accomplishing the departmental goals and objectives.
11. Performs related work as required.

REQUIRED SKILLS, KNOWLEDGE AND ABILITIES:

SKILLS:

1. Customer service skills.
2. Technical skills in accounting, revenue collection and analysis, and water and sewer billings.
3. Supervisory skills for revenue division staff and operations.
4. Communication skills including written, oral and computer skills.
5. Meets operational deadlines in accordance with prescribed goals and objectives.

KNOWLEDGE: Knowledge of:

1. Principles and practices of governmental accounting and auditing; data processing applications and spreadsheet software, revenue and income projection and budgeting concepts.
2. Utility Billings: Hands-on experience in water, sewer, and garbage billing procedures and administration; handling delinquent accounts and effective collection procedures.
3. Legal procedures in investigation and collection.
4. Understanding of Comprehensive Fee Schedules, Contracts and their implementation, and City Codes.

ABILITIES: Ability to:

5. Persuade compliance by expressing oneself clearly, effectively and accurately.
6. Learn City codes and enforce the levying and collecting of fees equitably and thoroughly throughout the City.
7. Use automated information systems, including PC systems, word processing and spreadsheet software.
8. Train and supervise employees. Establish priorities and meet deadlines.
9. Establish and maintain effective working relationships with co-workers, elected officials, department heads, other agencies, community groups and the general public.
7. Interprets and administers City ordinances.
8. Conceptualizes, prepares and presents proposals, policies and reports in a clear and concise manner to management staff.

MACHINES/TOOLS/EQUIPMENT UTILIZED:

Typical office environments include the following:

1. Computer, keyboard and monitor
2. Laserjet or ink jet printer
3. Telephone
4. Telephone headset
5. Copier
6. Calculator
7. 10-key adding machine
8. Facsimile machine
9. Typewriter
10. Microfiche reader
11. Polaroid or digital camera
12. Automobile
13. Paper shredder
14. Paper cutter
15. Water meter scanner
16. Letter opening machine
17. Stuffer/folder machine
18. Two-way radio
19. Handcart or dolly
20. Specialized computer software

PHYSICAL DEMANDS:

Under typical office conditions, employee will perform the following physical activities which include handling files, books, binders, and sometimes boxes of work-related material:

1. Sitting, for prolonged periods of time working at a computer or attending meetings
2. Walking
3. Standing
4. Kneeling
5. Bending/stooping
6. Twisting
7. Reaching
8. Carrying
9. Pushing/pulling
10. Lifting up to 25 lbs.
11. Driving
12. Speed in meeting deadlines and using office equipment.

SENSORY DEMANDS:

Under typical office conditions, employee utilizes these senses while using a computer, printer, typewriter, telephone, fax machine, copier, calculator, adding machine, paper shredder, paper cutter, camera, and automobile:

1. Seeing
2. Speaking
3. Hearing
4. Touching

ENVIRONMENTAL AND FLOOR SURFACE CONDITIONS:

Office Conditions:

1. Indoors: Typical office conditions, over 95% of the time.
2. Flooring: Low level carpeting, linoleum, tile floors and some exposure to asphalt.
3. Noise Level: Conducive to office settings with phones, copiers, radios and typewriters.
4. Lighting: Conducive to normal office setting.
5. Ventilation: Provided by central heating and air conditioning.
6. Dust or Fumes: Normal, indoor levels associated with dust and odors from paper, ink pens, copiers or other office-related equipment.

Field Conditions:

1. Outdoors: Typical outdoor conditions, less than 2% of the time.
2. Travel: Under varying conditions via automobile or plane, less than 5% of the time.
3. Flooring: Asphalt, dirt, and uneven surfaces.
4. Noise Level: Varying low to high equipment noise, large copiers, faxes, phones and radios.
5. Lighting: Normal outdoor conditions, and chance exposure to extreme weather conditions.
6. Ventilation: Heating and air conditioning provided by a vehicle.
7. Dust or Fumes: Normal, to high outdoor levels when retrieving water payments..

HAZARDS:

Mechanical or electrical exposure is minimal while properly using standard office equipment such as a telephone, computer, typewriter, printer, copier, adding machine, fax machine, paper shredder, or paper cutter.

ATMOSPHERIC CONDITIONS:

Minimal exposure to fumes occurs in a typical office environment. Typical exposure may result from use of copiers, dry erase pens, liquid paper, toner cartridges, ink pens, or other office supplies or equipment.

REQUIREMENTS, TRAINING, EXPERIENCE AND QUALIFICATIONS:

1. Education, training and experience equivalent to graduation from a college with a degree in Accounting, Finance, Public Administration or a closely related field and three (3) years of responsible professional experience in Accounting, Auditing and/or Treasury, preferably in Municipal Finance, including at least two (2) years in a Supervisory capacity.
2. Pass a post-offer medical examination which includes a drug test.
3. Possess and maintain a valid California Driver's License and a safe driving record necessary to operate assigned vehicle(s).
4. Must pass a Department of Justice criminal record check for employment.
5. Prefer non-tobacco user.