



CLASSIFICATION SPECIFICATION REVENUE COLLECTION ADMINISTRATOR

JOB SUMMARY:

Under direct supervision of the Financial Services Manager, the Revenue Collection Administrator oversees the City's revenue collection program; researches, develops, and implements programs to enhance revenues; reviews, contacts, and audits businesses to determine that appropriate taxes are paid; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

The Revenue Collection Administrator performs complex and responsible administrative work in support of the Finance Department. This class differs from a Financial Services Manager due to the incumbent's narrower scope of responsibilities focusing on business licensing and revenue collection services.

EXAMPLES OF DUTIES:

Duties may include, but are not limited to, the following:

- Coordinates, develops, and implements programs designed to enhance revenue collection such as business licensing and user taxes; assists in the review and revision of ordinances, procedures, policies, and other matters relating to business licensing and revenue collection; and prepares statistical and other reports on the business license program.
- Prepares, reviews, and maintains the work plans for a variety of taxes, such as transient occupancy, sales, franchise, and utility users' taxes; conducts audits of businesses to ensure the correct reporting of monies owed to the City; collects on accounts; issues citations; and initiates legal action.
- Participates in special projects including research of new programs and services, budget analysis, and preparation, and feasibility analyses; prepares and presents reports; and participates in a variety of department operations including monitoring and evaluating the efficiency and effectiveness of service delivery methods.
- Advises proprietors concerning business licensing requirements including responding to and resolving difficult and sensitive inquiries and complains; checks to ensure the proper licenses are in the possession of business operations; provides information on license fees and regulations to applicants; assists applicants in completing forms; collects fees and issues licenses; and maintains associated files and records.
- Coordinates activities of the City's license program; solicits information on businesses operating in the City; coordinates and participates in the updating of computer files on businesses/licenses; coordinates the mailing of renewal notices and processing of renewals; and initiates the mailing of delinquent notices.
- Trains, supervises, and evaluates assigned employees.
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:**Knowledge of:**

- Office administrative practices and procedures; City department policies and procedures; techniques of proper phone etiquette; and customer service and public relations methods and techniques.
- Organizational management practices as applied to the analysis and evaluations of programs, policies, and operational needs; principles and methods of modern accounting and auditing; principles and methods of financial administration including budgeting and reporting, program analysis, and revenue forecasting; modern and complex principles and practices of program development and administration; and principles of supervision, training, and performance evaluations.
- Correct English usage, spelling, grammar, and punctuation; business letter writing and other document preparation; and modern office methods, procedures, and equipment including the use of a computer, copier, facsimile machine, scanners, calculator, and various computer applications and software packages.

Skills/Abilities:

- Correctly interpret and apply pertinent federal, state, and local laws, codes, and regulations pertaining to business licensing and accounting.
- Identify and respond to community and finance issues, concerns, and needs; analyze programs, identify alternative solutions, project consequences of proper actions, and implement recommendations in support of revenue and treasury goals; prepare and administer budgets; and prepare clear, concise, and comprehensive and administrative financial reports.
- Learn and excel in computer applications and software for payroll, utility billing, business license, and accounts payable/receivable such as Microsoft Office, Quadrant System's RASWIN cashiering system, HdL business license system, and Tyler Technology's EDEN financial software application.
- Communicate clearly and concisely both orally and in writing, which includes using tact and discretion in dealing with sensitive situations and concerned people and customers; supervise the work of assigned staff; recommend and implement goals, objectives, and practices for providing effective and efficient services; and prepare, maintain, and reconcile various financial, accounting, and statistical records.
- Establish and maintain an effective working relationship with fellow employees, the public, elected officials, and other departments and outside agencies.

Education and Experience:

Any combination of experience and education may be considered. A typical way to obtain the knowledge, skills, and abilities would be:

- Bachelor's degree in business administration, public administration, or a closely related field.

- Three years of increasingly responsible experience in municipal collections and/or business license administration.
- Local government experience is desirable.

Licenses and Certifications:

- Possession of a valid Class C California Driver's License and ability to maintain a satisfactory driving record are required.
- Possession or ability to obtain certification from the California Municipal Revenue and Tax Association is desirable.

PHYSICAL DEMANDS:

- Ability to lift up to 10-15 pounds or more and get from one location to another in the course of doing business including climbing stairs, stooping, and bending.

WORK ENVIRONMENT:

- Employee generally works indoors. Environment is generally clean with limited exposure to conditions such as dust, fumes, or odors. Noise level in the work environment is usually moderate but the employee may occasionally be exposed to loud talking and interruptions from telephones and/or members of the public.

NOTE:

The duties, skills, and demands described here are representative of those that must be met to successfully perform the essential functions of the job. When appropriate, reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Established Date: June 14, 2017