



CLASSIFICATION SPECIFICATION REVENUE SERVICES SPECIALIST

JOB SUMMARY:

Under direct supervision of the Financial Services Manager, the Revenue Services Specialist plans, organizes, and implements the City's revenue collection program; researches, develops, and implements methods to enhance revenue collections; reviews, contacts, and audits businesses to ensure appropriate taxes and fees are paid; monitors, analyzes, and prepares budget estimates for major revenue sources; and performs other related duties as assigned.

CLASS CHARACTERISTICS:

The Revenue Services Specialist performs moderate to complex clerical and administrative work in support of the Finance Department. This position class differs from Financial Services Manager because it does not encumber direct managerial/supervisory responsibilities and has a narrower scope of duties focusing on business licensing, revenue collection services, and direct customer service.

EXAMPLES OF DUTIES:

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

- Responsible for the planning and performance of the Department's revenue collection services;
- Plans, organizes, and implements programs for collecting business licensing fees and user taxes;
- Assists in the review and revision of procedures, policies, and ordinances pertaining to business licensing and revenue collections services;
- Compiles and organizes program records and statistical data, and prepares various reports pertaining to the business licensing and revenue collection programs;
- Maintains program files and records which includes records of various taxes such as transient occupancy, sales, franchise, and utility users;
- Conducts reviews of businesses to ensure fees and taxes are properly assessed and recorded;
- Conducts account collections, issues licenses, provides notices of delinquent accounts, issues citations, and initiates legal action;
- Assists with revenue account analysis and budget preparation of major revenue sources;
- Participates in a variety of department operations including monitoring and evaluating the efficiency and effectiveness of service delivery methods;
- Provides technical assistance to customers and business licensing applicants which includes assisting with completing forms, providing information on business licensing fees and regulations, and explaining business licensing requirements;
- Responds to and resolves highly sensitive and complex customer inquiries and complaints;
- Ensures customers/business operators possess the proper licensing for their business operations;
- Establishes and maintains an adequate system for the collection of business licenses;
- Prepares and mails renewals and past due notices;
- Investigates businesses for proper licenses and adherence to regulatory ordinance provisions, and properly maintains business license files;
- Conducts the billing and collections of monies owed to the City for various types of reimbursements and property damages due to the City;
- Provides customer service and is responsible for receiving and responding to complaints, answering questions, and providing information to customers at the Finance Department counter;

- Reviews documentation provided by business owners, customers, and residents in order to issue overnight parking permits, yard sale permits, and business licenses; and accepts payments for building and planning permits, various taxes, and other revenue sources.
- Receives payments via various approved methods including mail and over-the-counter, issues receipts, balances cash, and performs related data entry;
- Trains and provides general oversight of assigned employees;
- Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:**Knowledge of:**

Incumbents in this position classification must have knowledge of the following:

- a) General administrative practices and procedures; department policies and procedures; techniques of proper phone etiquette and customer service; and methods and techniques of public relations.
- b) Organizational management practices as applied to the analysis and evaluation of codes, policies, and operational needs; principles and methods of financial administration, including budgeting and reporting; program analysis and revenue forecasting; and modern principles and practices of program administration.
- c) Principles of financial research and report preparation; principles and procedures of records management; principles of proper cash handling and billing; and principles of basic mathematics.
- d) Correct English usage, spelling, grammar, and punctuation, including the principles of business writing and document preparation.
- e) 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:

Incumbents in this position classification must have the following skills/abilities:

- a) Interpret and apply pertinent federal, state, and local laws, codes, and regulations pertaining to business licensing, tax collections, and accounting.
- b) Identify and respond to program issues, concerns, and needs; analyze issues, identify alternative solutions, and project impact of solutions/actions.
- c) Prepare and administer budgets; prepare and reconcile various financial and statistical records; and prepare clear, concise, and comprehensive financial and administrative reports.
- d) 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.

- e) Communicate clearly and concisely both orally and in writing; use tact and proper discretion when dealing with sensitive situations and concerned customers.
- f) Supervise the work of assigned staff; recommend and implement goals and objectives; and develop and implement effective processes and services.
- g) Establish and maintain effective and cooperative working relationships with fellow employees, the public, elected officials, and representatives from 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. Employee may be required to perform field inspections to locate unlicensed businesses operating in the City.

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: November 5, 2019