



**Range:** SG-15  
**FLSA:** Exempt  
**Date:** July 1, 2020

## **REVENUE SUPERVISOR**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.*

### **DEFINITION**

To plan, organize, supervise, and participate in a variety of technical duties associated with, City sales tax recovery activities and collections functions. This position supervises the overall functions, staff, financial objectives, and systems. The Revenue Supervisor is responsible for planning, implementing, and directing the City's activities relating to customer service, systems used, and revenue collection including, but not limited to, utility billing, revenue recovery, tax auditing, and customer interaction.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general administrative direction from the Financial Services Director.  
Exercises direct supervision over clerical staff.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

### **Essential Functions:**

1. Organizes, plans, and participates in the work involved with wastewater and miscellaneous billings.
2. Schedules billing and collection of charges for wastewater services.
3. Oversees and coordinates the establishment and maintenance of customer accounts, the calculation and generation of utility bills, and the collection and posting of account payments.
4. Researches billing and collections information.
5. Complies financial and statistical records of performance measures.
6. Performs various duties as assigned in support of the City's cash management and investments.
7. Accrues all assigned revenues and prepares investment journal entry at year-end and reports for financial audit.
8. Oversees the preparation of documents necessary for collecting delinquent accounts through collection agencies, small claims, and bankruptcy courts.
9. Pursues collection of delinquent utility accounts; establishes and monitors payment schedules, performs account research and prepares write-offs.
10. Processes delinquent accounts; verifies utility account bankruptcies and monitors activities until final court decisions.
11. Acts as liaison for external collections agency; monitors performance; determines accounts to be

turned over to collections.

12. Analyzes all receivable and deposit accounts and ensures reconciliation to the general ledger.
13. Supervises revenue program staff; assists with selection, direction, evaluation of work performance and completion of job duties; approves vacation and time off requests; reviews timesheets; performs annual reviews.
14. Trains and provides coaching to revenue team staff; maintains and updates procedure manual.
15. Supervises, directs, and organizes staff and activities in the day-to-day operations of the utility billing, receivables, and cashiering functions, including revenues from all City departments.
16. Implements policies and procedures; reviews and evaluates processes, methods and procedures; implements changes as needed to improve workflow and productivity.
17. Compiles financial and statistical records of performance measures.
18. Responds to the more complex customer issues and inquiries; may provide counter coverage and cashiering duties; audits and reconciles customer accounts; applies adjustments.
19. Manages operations of the Finance Department phones; ensures customers receive timely assistance and accurate information.
20. Receives and responds to customer concerns and requests for information; investigates and resolves difficult customer complaints and concerns; and authorizes account adjustments as necessary and within authority of the City Code. Handles escalated customer calls, interactions, or complaints.
21. Ensures excellent internal and external customer service.
22. Prepares daily deposits.
23. Develops budgetary recommendations; monitors revenues and expenditures for program and recommends adjustments.
24. Participates in development of revenue projections and long-range revenue forecasts.
25. Assists in the rate setting process and implements new rate structures as directed.
26. Ensures timely implementation of approved rates and fees for varied customer types.
27. Compiles and analyzes monthly transaction privilege tax (TPT) data.
28. Acts as liaison for external TPT auditor; review monthly audit lists; and assists with development of audit focus.
29. Recommends changes to website content within assigned role.
30. Maintains regular attendance and punctuality.
31. Responds to and resolves difficult and sensitive inquiries and complaints with courtesy and tact.
32. Establishes and maintains cooperative work relationships with those contacted in the course of work.
33. Performs related duties and responsibilities as required.

## **QUALIFICATIONS**

### **Knowledge of:**

- Supervisory skills, employee evaluations, and training methods.
- City codes, ordinances, and other applicable laws governing sales tax and licensing.
- Principles, practices, and procedures of investigative and inspections techniques.
- Principles and practices of collections techniques.
- US Bankruptcy laws and court procedures as they apply to tax collections.
- Types of businesses operating within the City and their business practices to compute liability for taxes.
- Basic principles of accounting practices, financial record keeping and reporting.
- Public communication and issue resolution.
- English, grammar, spelling and punctuation.

- Account reconciliation practices, procedures, and techniques.
- Journal entry preparation.
- Applicable federal, state, and local laws, rules, and regulations.
- Automated financial management software packages.
- Principles and practices of labor relations and personnel administration.
- Approved principles and standard practices of centralized, budgetary and accrual accounting, and treasury management.
- Office practices, procedures, methods, and equipment.
- Pertinent federal, state, and local laws, codes and regulations including laws regulating the financial administration of City government.
- Principles and practices of program development and administration.
- Financial research and report preparation methods and techniques.
- Procurement methods and practices.
- Principles of supervision, training and performance evaluation.

**Ability to:**

- Follow written and oral instructions.
- Establish project priorities and assign work orders, materials, staff, equipment and other resources for timely completion of projects.
- Interpret and apply ordinances, codes, and City policies and procedures concerning tax collection functions, such as the City's tax code, bill adjustments and calculations and provide tax preparation assistance.
- Perform mathematical calculations and draw logical conclusions.
- Use tact and discretion when communicating and/or diffusing difficult situations with business owners or the public.
- Communicate effectively, both orally and in writing with all levels of City staff and the public.
- Operate a computer and related software and demonstrate proficiency to prepare documents, spreadsheets, email, and timesheets and assists other staff with related questions and problems.
- Establish and maintain effective working relationships with business owners, workers, other City employees, supervisory personnel, and the public.
- Operational characteristics, services, and activities of a comprehensive finance program.
- Handle multiple tasks simultaneously.
- Apply accounting procedures and principles.
- Interpret and apply applicable laws, rules, and regulations.
- Encourage and facilitate environment for building team efforts and problem solving of work-related issues by employees.
- Select, supervise, train, and evaluate assigned staff.

**EXPERIENCE AND TRAINING GUIDELINES**

*Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Experience:**

A Bachelor's degree in finance, accounting, business administration, management, or closely related field. Any equivalent combination of training and experience that provides the required knowledge, skills and abilities may qualify.

**Training**

A minimum of five years of experience as a customer service professional, preferably in a municipal or government setting and preferably in municipal utilities, including at least three years of administrative and supervisory responsibility.

**WORKING CONDITIONS**

**Environmental Conditions:**

Office environment utilizing computers; travel from site to site; possible exposure to noise, dust and inclement weather conditions; working around modern office equipment and machinery.

**Physical Conditions:**

Sufficient personal mobility, flexibility, and physical reflexes, with or without reasonable accommodation, which permits the employee to lift up to 20 pounds, to sit and work at a keyboard for an extended period of time, and work in an office environment.