REVENUE SUPERVISOR

DEFINITION
Under general supervision, supervises staff engaged in collecting, balancing, posting and recording utilities billing, various permits and fees and other miscellaneous receivables.

ESSENTIAL FUNCTIONS
(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS
- Supervises staff engaged in collecting, balancing, posting and recording utilities billing, various permits and fees and other miscellaneous receivables;
- Provides customer service to the public regarding utility accounts;
- Researches and resolves complex billing questions or problems and responds to customer complaints;
- Collects, receives, adjusts and balances city revenue, sales tax, utility billing, parking citation tickets, property rentals and utility taxes for proper and accurate bookkeeping of accounts and payments;
- Prepares performance evaluations for assigned staff.
- Prepares correspondence and periodic accounting-related reports; interprets and enforces city and state utility related rules and regulations;
- Oversees and provides daily cash management, cash flows, payments of City issued accounts payable and payroll checks; places and/or removes stop payments;
- Transfers funds within city bank accounts and acts as liaison between the bank and the city for banking services;
- Acts as Deputy City Treasurer.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS
- Knowledge of rules and regulations governing utility billing and payments, quality customer service techniques and concepts, bill payment and overdue payment procedures, and conflict resolution methods and techniques;
- Skilled in supervising, delegating and evaluating work of assigned staff, adjusting or balancing multiple accounts and calculating payments, in maintaining, reviewing and reporting account information, following and providing oral and written instructions and information and in establishing and maintaining productive working relationships
- Ability to perform essential duties with minimum supervision, to effectively communicate verbally and in writing, and to speak English and a second language is desired
- Proficient in the use of a personal computer hardware and other electronic devices to include MS Office and other industry related software.

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS
Work is performed in an office environment. Work may require frequent standing, walking, bending and lifting up to 15 pounds. Incumbents may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS
Any combination equivalent to training and experience that could likely provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, abilities and experience would be an Associate Degree in Accounting, Finance, or Business Management AND four years of progressively responsible experience in account management, accounting-related customer service, and/or account maintenance. Must possess at the time of application and maintain a valid California Driver’s License.