

REVENUE AND CUSTOMER SERVICE 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.

SUMMARY DESCRIPTION

Under direction of the Finance Director or higher level manager, this position supervises, assigns, reviews, and participates in the work of staff responsible for performing a variety of customer service and clerical accounting duties in support of the City's utility billing, business license, revenue receipting, accounts receivable and cashiering functions and program areas; handles the most intense and complex customer service situations and requests; coordinates and monitors the receipt of all City revenue, ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Receive, review, approve, post, audit and reconcile all revenue receipts, and all other accounts receivable systems.
2. Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for performing a variety of responsible customer service, clerical accounting, and office support duties in support of the City utility billing, business license sections and program areas including utility billing, business license, revenue receipts, accounts receivable, cashiering, call center, payment processing, and collection activity for delinquent accounts and collection functions and activities.
3. Establish schedules and methods for providing utility billing, business license and customer service functions; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
4. Participate in the development of goals and objectives as well as policies and procedures; make recommendations for changes and improvements to existing standards, policies, and procedures; participate in the implementation of approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures.
5. Participate in the selection of utility billing/customer service business license staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
6. Participate in the preparation and administration of the assigned program budget; submit budget recommendations; monitor expenditures.
7. Retrieve, review, and check documents, records, and forms for accuracy, completeness, and conformance with applicable rules and regulations; process documents and files.
8. Compile statistical and financial data; prepare reports on billing and collection activity.
9. Represent utility billing, business license and accounts receivable programs on internal and external committees and to the public; receive and evaluate citizen inquiries and initiate appropriate course of action; provide information to others requiring interpretation and/or enforcement of department and City policies; coordinate utility billing activities with other City departments, external agencies and organizations, and the community.

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10. Direct the assignment of delinquent accounts to the County tax roll through the County property taxes; process and file small claims court action as necessary.
11. Update the financial system with all utility billing and business license codes; enter rate changes and accurately maintain the systems.
12. Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of customer service and utility billing; incorporate new developments as appropriate into programs.
13. Perform related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of a customer service program.
- Principles, procedures, and methods used in the performance of utility billing business license, collections, cashiering, and general office duties.
- Principles and practices of financial record keeping, control, and reporting.
- Principles and practices of governmental accounting.
- Internal control and audit principles and practices.
- Pertinent federal, state and local laws, codes and regulations related to utility billing, business license, and collections.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of municipal budget preparation and administration.
- Principles and procedures of financial record keeping and reporting.
- Methods and techniques of coding, verifying, balancing, and reconciling accounting records.
- Basic mathematical principles.
- Customer service techniques, practices, and principles.
- Methods and techniques of proper phone etiquette.
- English usage, spelling, grammar and punctuation.
- Principles of business letter writing and basic report preparation.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheet, and database applications as well as financial and statistical software.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Coordinate and direct assigned customer service, business license and utility billing programs.
- Supervise, organize, and review the work of assigned staff involved in utility billing, business license, cashiering, call center, payment processing, and collection activity for delinquent accounts functions and activities.
- Select, train, and evaluate staff.
- Recommend and implement goals, objectives, policies and procedures for providing customer service, business license and utility billing programs.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Prepare clear and concise reports.
- Participate in the preparation and administration of assigned budgets.

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- Plan and organize work to meet changing priorities and deadlines.
- Perform a variety of accounting, fiscal, and statistical record keeping duties including preparing, maintaining, and reconciling a variety of records and files.
- Perform mathematical calculations quickly and accurately including adding and subtracting, multiplying and dividing, and calculating percentages, fractions, and decimals.
- Operate and use modern office equipment including a computer and various software packages.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
- Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
- Utilize public relations techniques in responding to inquiries and complaints.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

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

Education/Training:

Two years of college level course work in accounting, business administration, finance, or related field. Additional experience supplemented by specialized training in municipal finance; accounting or a related field may substitute. A Bachelor's degree is desirable.

Experience:

Five years of increasingly responsible billing, business license and collections experience in a customer service environment including one year of administrative and/or lead supervisory experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions; work is fast paced with multiple deadlines.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

Vision: See in the normal visual range with or without correction.

Hearing: Hear in the normal audio range with or without correction.

Bargaining Group: Supervisors/Confidential

FLSA Status: Non-Exempt

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ACKNOWLEDGMENT

I acknowledge that I have read the job description and requirements for the Revenue and Customer Service Supervisor position and I certify that I can perform these functions.

Applicant Signature

Date

Witness

*Management has the right to add or change these duties of the position at any time.