



Revenue Operations Supervisor

Purpose of the role:

Under general direction, supervises, assigns, reviews and participates in the work of staff responsible for revenue operations including billing, collection monitoring and providing public services. Ensures work quality and adherence to established policies and procedures. Serves as the third point of citizen contact and is expected to provide extraordinary customer service handling issues with tact and diplomacy. Leads, oversees and participates in the more complex and difficult work of staff; provides information, researches problems, oversees billing and collections, receives payments, takes applications for licenses and permits; handles the more difficult customer service problems; performs a variety of technical tasks relative to assigned areas of responsibility. Researches and evaluates the impact of new laws or regulations on the City's customer service functions. Develops and implements new and revised policies, programs and procedures consistent with these requirements. Performs related duties as assigned.

Distinguishing Characteristics:

The Revenue Operations Supervisor assumes responsibility for assigning work, supervising and evaluating the performance of three or more positions within the assigned unit. In addition, at least 50 percent of the Revenue Operations Supervisor's work time is spent performing supervisory functions. Provides day-to-day direction to staff performing a wide range of customer service functions by telephone and in person at a public counter. Acts in the absence of the Revenue Operations Manager. Assignments are varied and carried out with considerable judgment and independence.

Essential Duties and Responsibilities:

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.

- Supervises and participates in developing, implementing, and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.
- Plans, organizes, directs and evaluates the performance of assigned staff. Establishes performance requirements and personal development targets. Regularly monitors performance and provides coaching for performance improvement and development. Recommends compensation and provides other rewards to recognize performance. Recommends disciplinary action up to and including termination to address performance deficiencies in accordance with the City's Personnel Rules and Regulations.
- Participates in the selection of customer service staff. Provides or coordinates staff training. Works with employees to correct deficiencies.

- Verifies the work of assigned employees for accuracy, proper work methods, techniques, and compliance with applicable standards and specifications; ensures adherence to safe work practices and procedures.
- Provides leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and City's mission, objectives and values.
- Establishes schedules and methods for providing revenue collection services including utility billing. Identifies resource needs. Reviews needs with appropriate management staff. Allocates resources accordingly.
- Performs the more technical and complex tasks of the work unit including handling the most difficult customer relations situations involving upset and dissatisfied customers; responds to complaints from customers and the public, takes action to resolve the complaint, responds and monitors staff responses to correspondence and telephone calls.
- Oversees and supervises administration and revenue collection including but not limited to collection of fines and mailing of notices, billing and collection of Parking, Emergency Response Cost Recovery, Social Host billing, Alarms and Animal Licenses.
- Oversees and performs the more difficult tasks associated with issuing and collecting billings for the City's water utility services; reviews and audits adjustments to customer accounts; reviews, researches and resolves problems identified on tentative billings; releases and generates such billings to be mailed to customers.
- Monitors the collections of utility billings; reviews periodic reports of delinquent water service accounts; contacts customers regarding delinquent accounts, NSF checks and deposits; assists staff in collections activities; recommends and/or takes action on delinquent accounts, including placements of liens or working out payment plans.
- Supervises senior and disabled assistance programs, including reviewing applications, enrolling eligible participants and issuance of checks.
- Coordinates the collection of fees and issuance of resident golf cards for use of the City facilities and other programs.
- Reviews delinquent waste water accounts. Recommends lien attachments on delinquent accounts annually. Monitors to ensure liens are transmitted to the County Recorder. Tracks collections and monies received.
- Directs and supervises the refund of unclaimed Utility Billing credit balances on a quarterly basis and the transfer of unclaimed monies to the Water Fund on an annual basis.
- Participates in the selection and evaluation on new equipment and systems. Operates and supervises the operation of a variety of equipment and computer systems related to the provision of customer services and records maintenance including data entry, inquiry, collections, tracking, management and systems backup.

- Researches and assembles information from a variety of sources for preparation of records and reports; makes arithmetic or statistical calculations; organizes and maintains office files, conducts special studies and recommends organizational, procedural and other changes.
- Performs routine cashing functions; verifies cash receipts and prepares bank deposits.
- Serves on special committees and task forces.
- Performs related duties as required.

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 revenue collections.
- Operations, services and activities of a municipal utility billing and collection program.
- Principles of supervision, training and performance evaluation.
- Methods and techniques of office administration.
- Principles and practices of billing and collection processes.
- Principles and practices of effective customer service.
- Principles and practices of sound business communication including but not limited to business letter writing and basic report preparation.
- City organization, ordinances, rules, policies, procedures.
- Methods and techniques of proper phone etiquette.
- English usage, spelling, grammar, and punctuation.
- Basic data processing, bookkeeping and record keeping practices and procedures.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.
- City personnel rules and policies.

***Desired
Minimum
Qualifications:***

Ability to:

- Supervise, coordinate and direct utility billing and revenue collection programs.
- Select, train, supervise, organize, and review the work of assigned staff involved in providing a variety of City customer services.
- Recommend and implement goals, objectives, policies, and procedures for providing utility billing and revenue collection services.
- Lead, organize, and review the work of staff.
- Independently perform the most difficult customer service duties.
- Analyze problems and make sound recommendations on operational issues.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

- Interpret, explain, and enforce department policies and procedures.
- Interpret, explain and apply complex City and state laws and regulations related to area of assignment.
- Use math and mathematical reasoning.
- Observe and interpret situations.
- Learn and apply new information.
- Tactfully and effectively handle sensitive customer relations situations and defuse situations that are highly emotional and volatile. Use tact, discretion, patience and understanding in dealing with customers and the public.
- Prepare clear, accurate and concise records, reports and basic correspondence.
- Organize, set priorities and exercise sound judgment.
- Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
- Work independently in the absence of supervision. Understand and carry out written and oral instructions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Respond and perform assigned duties in the event of a City-declared emergency.

Competencies:

- Strategic Thinker
- Customer-Focused
- Accountable
- Problem Solver and Decision Maker
- Planner and Organizer
- Interpersonally Effective
- Technically Knowledgeable

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:

A Bachelor's Degree from an accredited college or university with major coursework in public administration, business administration, finance, or a related field.

***Education and
Experience
Guidelines:***

Experience:

Five years of increasingly responsible administrative and analytical experience within a local government environment including two years of supervisory experience in a customer service environment. Experience in a municipal government setting dealing with elected and appointed officials is highly desirable.

Licenses; Certificates; Special Requirements:

A valid Class C California driver's license is required.

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.

***Physical and
Environmental
Conditions:***

Physical: Sufficient physical ability to work in an office setting; sit, stand, walk, reach, twist, turn, kneel, bend, squat, and/or stoop for prolonged periods of time; perform duties requiring grasping, repetitive hand movement, and fine coordination; operate office equipment; and communicate verbally in person and by phone. **Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate office equipment. **Hearing:** Hear in the normal audio range with or without correction.

Environment: Standard office setting; frequent interaction with City staff and the general public; work with frequent interruptions, intense and changing deadlines, and potentially hostile situations.

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the final qualifications of incumbents within the position.*

Pursuant to California Government Code Section 3100, all public employees are required to serve as disaster service workers subject to such disaster service activities as may be assigned to them by their supervisor or by law.

Date Adopted: 7/1/07

Date Revised: