

## **REVENUE SPECIALIST**

### **Definition:**

Under general supervision performs a variety of responsible and technical field and office work related to City taxes and fees; performs related research and analyses; explains tax/business registration requirements and provisions to those conducting or planning to conduct business in the City and performs related duties as required.

### **Essential Duties and Responsibilities:**

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

- Performs on-site checking of resident and non-resident activity and secures applications for new businesses or transfers.

- Inspects construction sites to observe and classify various trades and services being performed.

- Researches various sources to identify unregistered businesses.

- Inspects certificates and advises businesses on ordinance compliance processes.

- Distributes and publicizes educational and informational materials.

- Prepares and disburses and/or posts violation notices as needed and performs follow-up on violation notices, applications and delinquent business certificates.

- Calculates and collects City taxes, fees and rents at a public counter and on site and checks and verifies information, numbers and calculations prepared by others.

- Provides information via telephone and in person and assists in staffing a public counter.

- Maintains a variety of files and records, independently prepares a variety of reports and reviews and analyzes a variety of data.

- Operates a personal computer and uses applicable software to enter data and produce correspondence, memoranda and other material.

- Investigates complaints related to commercial or residential businesses.

- Assists with revenue analyses, surveys, projections and financial data comparisons.

- Assists with banking reports and functions, division budget preparation and revenue forecasting.

Monitors the work of and trains assigned staff and provides technical assistance as needed.

Drives a vehicle on City business.

**Other Duties and Responsibilities:**

Performs other projects/tasks as assigned.

**Class Characteristics:**

Revenue Specialist is a single incumbent class within the Administrative Services Department. The incumbent performs a variety of general and technical tasks related to business registration, revenue programs and field investigations.

**Contacts and Relationships:**

The Revenue Specialist establishes and maintains contact with Administrative Services Department staff and has continuing and substantial interaction with a full range of business owners and the public. Additional contact will occur with staff in other City departments and various governmental agencies.

**Qualification Guidelines:**

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

**Knowledge of:**

City related business tax and revenue practices and procedures.

English usage, spelling, grammar and punctuation.

Business letter and report writing and business math.

Computer programs and word processing applications as they relate to area assigned.

Methods and practices of financial, statistical, office and general recordkeeping.

Customer service and telephone techniques.

Inspection and collection techniques.

**AND**

**Ability to:**

Communicate effectively orally and in writing.

Make accurate mathematical calculations.

Perform research and analysis and assemble data and prepare reports.

Establish and maintain effective relationships with those contacted in the course of work.

Work under minimal supervision and use independent judgment.

Gain the cooperation and compliance of business owners and the public as related to business tax and revenue issues.

Maintain computerized and manual files and records and maintain the confidentiality of sensitive tax related data.

Understand and carry out oral and written instructions.

Operate a personal computer and use applicable software.

Read and write at the level required for successful job performance.

Interpret, explain and apply rules, regulations and policies applicable to the area assigned.

**A typical way to obtain the knowledge and abilities is as follows:**

**Education:**

Associates Degree from an accredited community college or two years of study towards a Bachelors Degree at an accredited college or university in Business Administration, Public Administration, Accounting or a closely related field.

**AND**

**Experience:**

Three years of increasingly responsible clerical, accounting or related experience to include two years of public contact work, one year of business licensing related experience and some investigative/inspection experience.

**Special Requirements:**

Valid and appropriate California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work a flexible schedule to accommodate City needs.

**Physical Tasks and Working Conditions Include the Following:**

Work is performed in an office, in a public/front counter environment and on site when performing inspections. When in the office/at a public counter the incumbent may sit or stand for prolonged periods of time and use a computer keyboard and screen. When

performing inspections, the incumbent may walk and kneel on slippery or uneven surfaces, climb steps, crouch, twist, reach and bend and be exposed to the elements, fumes, solvents or chemicals, dust, electrical hazards, grease and oil. The incumbent grasps and uses a portable radio and clipboard and drives a vehicle on City business. The incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.

**Fair Labor Standards Act Designation:** Non-exempt.

Revised and Title Changed from License Inspector August 2002