

REVENUE OPERATIONS MANAGER

Definition:

Under general direction, performs highly responsible managerial work directing, supervising, and coordinating all Revenue Division related activities; develops objectives, work plans, and budgets for assigned areas; establishes and evaluates work standards and performance within the assigned areas; provides highly responsible and complex support to the Director and Deputy Director in revenue operations including cashiering, cash management and treasury functions; and performs related work as required.

Essential Duties and Responsibilities:

The following responsibilities and essential duties are performed on a frequent and recurring basis by an incumbent. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

Plans, manages, oversees, and evaluates the daily functions, operations, and activities of the Revenue Division including business tax and other licenses and permits; revenues from taxes, general billing and collection of City services and grants, fees, charges, franchises, and other sources; utility billing; collections; cashiering; and State mandated programs.

Assists in the administration of the cash management and investment program and assists in forecasting City revenue sources; monitors all revenue sources for control and reporting.

Supports organizational compliance with federal, state, and local laws, regulations, codes and standards in relation to taxes, fees, municipal revenue and other areas of assignment.

Prepares studies, reports and analyses as required by City Council, other departments or outside agencies.

Administers the policies, procedures and technical duties involved in the cashiering function.

Reviews, analyzes, and responds to proposed and enacted legislation affecting the City's billing and revenue collection activities.

Supervises, selects and provides the training, supervision, and evaluation of departmental staff; assesses and monitors workload, and administrative and support systems, and internal reporting relationships; works with staff to correct deficiencies; implements discipline and termination procedures.

Develops and reviews staff reports related to assigned activities and services; presents reports to the City Council and various commissions, committees, and boards; makes or facilitates presentations at public meetings.

Attends a variety of meetings, events and civic functions and represents the City in a professional and effective manner.

Creates and maintains records, prepares correspondence and comprehensive reports and reviews, and analyzes a wide variety of contracts and other data.

Responds to customer concerns and, within authority, negotiates unpaid accounts and billing adjustments and payment arrangements as needed.

Interacts with consultants and auditors regarding Revenue Division matters.

May represent the City on various committees.

Participates in professional organizations as appropriate.

Performs other projects/tasks as assigned.

Class Characteristics:

Revenue Operations Manager is a division manager position within the Administrative Services Department. The incumbent is responsible for a wide variety of revenue, cash management and treasury related functions and has broad responsibility for division activities.

Bargaining Group: FMA

Qualification Guidelines:

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

Knowledge of:

Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.

Principles and techniques of management, supervision and public sector labor relations related to the direction, evaluation and training of assigned staff.

Governmental finance and accounting principles and procedures, including public fund and revenue management.

Procedures, policies, rules, and practices affecting the development, maintenance, and control of fiscal record keeping systems, including automated accounting and bookkeeping systems.

Principles and practices of budget administration, contract administration and evaluation, and banking.

Municipal government structure and programs.

Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned area of responsibility.

Principles, laws, and practices related to Revenue Division functions.

Organizational and management practices as applied to the development, analysis, and evaluation of projects, programs, policies, procedures, and operational needs; principles and practices of municipal government administration.

Negotiation and conflict resolution techniques.

Effective methods of making oral and written presentations.

Data processing applications for revenue, cashiering, and collections.

Methods of research and analysis and financial reporting practices.

Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors and City staff.

Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.

Record keeping principles and procedures.

English usage, spelling, grammar, and punctuation; business letter and report writing and methods of research and analysis.

Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.

Modern office practices, methods, and computer equipment and applications related to the work.

AND

Ability to:

Plan, organize, manage and evaluate the operations of Revenue Division functions.

Manage and direct staff, including the ability to provide counseling and mediation; persuade, convince and train others; advise and interpret regarding the application of policies, procedures and standards to specific situations.

Recommend and implement goals, objectives, and practices for providing effective and efficient services.

Analyze, interpret and apply federal, state and local policies, laws and regulations.

Analyze data, make sound recommendations, and initiate and carry out required assignments.

Prepare clear and comprehensive reports, financial records, correspondence, policies, procedures, and other written materials; make effective presentations.

Prepare and monitor a division budget including making budget recommendations concerning personnel, materials, contracts, revenues, expenses, and capital outlay.

Initiate and carry out required procedural assignments and use independent judgment and initiative; make sound decisions in accordance with established procedures, policies and applicable laws.

Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.

Communicate effectively verbally and in writing.

Think clearly, logically, and rationally under pressure; manage, coordinate and adhere to multiple deadlines and projects.

Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.

Resolve conflict situations in a fair and amicable manner.

Meet the public with courtesy and tact.

Effectively establish and maintain working relationships with the City Manager, Department Directors, and staff from all departments and interact with them on a wide variety of issues.

Handle job stress and maintain composure in public settings.

Operate modern office equipment including computer equipment and applicable and specialized software.

Education and Experience

Any combination of training and experience, which provides the required knowledge, skills, and abilities is considered qualifying. A typical way to obtain the required qualifications is:

A Bachelor's Degree in Accounting, Business Administration, Public Administration, Finance, or a related field from an accredited college or university.

AND

Five years of progressively responsible experience dealing with revenue related issues, to include two years of supervisory experience and one year of customer service experience in billing/cashiering.

Special Requirements:

Valid and appropriate California Driver's License at time of appointment and throughout employment in this position. Employees in this classification will be enrolled in the Department of Motor Vehicles Government Pull Notice Program.

Must be able to work flexible hours to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the Revenue Operation Manager file financial disclosure statements in accordance with State and local laws.

Per California Government Code §§3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.

Physical Tasks and Working Conditions Include the Following:

Work is performed mainly in an office environment and occasionally in the field. When in the office, work requires sitting for prolonged periods of time and the use of a computer keyboard and screen. The incumbent walks, stands, kneels, bends, stoops, reaches, grasps, and lifts accounting records and other office items weighing 30 pounds or less. The incumbent drives a vehicle on City business and when inspecting work on-site may walk on slippery and uneven surfaces. 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: Exempt.

Revised and retitled from Revenue Manager September 2023
Bifurcation of City Treasurer duties and responsibilities December 2014
Title Change August 2002 to City Treasurer/Revenue and Utility Services Manager
Title Change May 2000 to City Treasurer/Investment and Revenue Manager
Revised June 1995 as City Treasurer/Water Customer Services Manager