

BUSINESS REGISTRATION SUPERVISOR**Definition:**

Under general direction, organizes, coordinates, and supervises the work of revenue specialist and customer service representative that perform business licensing functions; performs the more complex and responsible technical 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; manages the effective use of resources to improve organizational productivity and customer service; provides complex and responsible support to the Revenue Operations Manager in areas of expertise; 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.

Provides complex technical assistance in the administration and implementation of the City's business licensing and tax programs, including the identification, investigation, and correction of violations; investigates citizen complaints and seeks voluntary compliance and/or initiates collections and/or legal prosecution.

Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends, develops, and implements program policies and procedures; establishes and evaluates related systems, records, forms, and controls.

Supervises and provides technical and functional direction to assigned staff; gives work assignments; reviews and controls quality of work; trains employees in work principles, practices, methods, policies, procedures, and applicable federal, state, and local laws, rules, and regulations; participates in the selection and hiring of staff.

Maintains the City's business license database; researches new businesses and notifies them of licensing requirements; mails application materials; processes closing accounts; reviews and reconciles payment ledger against database of notices; verifies bankruptcy information and performs other research about business and property information; coordinates / supports inspections with other departments or agencies.

Calculates City taxes, fees and rents, and checks and verifies information, numbers and calculations prepared by others; accepts and processes payments; balances payments and posts transactions in the accounting system; prepares monthly renewal, second, late, final, and delinquent notices.

Participates in the implementation of new business license rates.

Investigates complaints of various commercial or business establishments regarding the violation of applicable local codes and ordinances, and/or code questions and citations sent out, and to verify the existence of valid and appropriate business licenses and permits.

Documents and maintains records of business license activities; independently prepares a variety of reports, memos, and correspondence; independently reviews and analyzes a variety of data.

Reviews various sources to identify business activities that require compliance with City business license codes.

Provides information to the general public regarding codes, laws, and ordinances; confers and coordinates activities with other department and outside agencies.

Generates new sources of revenue through identifying out-of-City professionals providing service within City limits, commercial rental property, outside real estate agents, etc.

Receives and processes new business license applications and renewals.

Staffs the public counter and phones, and assist with general office duties, as needed.

Distributes and publicizes educational and informational materials.

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

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

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

Drives a vehicle on City business.

Other Duties and Responsibilities:

Performs other projects/tasks as assigned.

Class Characteristics:

The Business Registration Supervisor is the advanced journey-level class with supervisory responsibilities over assigned professional, technical and support personnel. Incumbents work under general direction and exercise a high level of discretion and independent judgment in performing the full range of routine to most complex departmental activities and programs. Successful performance of the work requires thorough knowledge of governmental revenue collection, and related laws, rules, and regulations. This class is distinguished from the Revenue Operations Manager in that the latter has overall management responsibility for the Revenue Division.

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:

Terminology, practices, and procedures of financial and account document processing and record keeping related to municipal revenue, tax payments, and business licensing.

Principles, practices, methods, and techniques of investigation and compliance.

Methods and procedures used in compliance with codes and ordinances.

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

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

Principles and practices of business organization and public administration.

Occupational hazards and standard safety practices necessary in the assigned area.

Research and reporting methods, techniques, and procedures.

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

Business letter and report writing and business math.

English usage, grammar, spelling, vocabulary, and punctuation.

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

Modern office practices, methods, and computer equipment and computer applications related to work, including word processing and spreadsheet software.

AND

Ability to:

Research and utilized data and information to achieve cost effective results.

Supervise, organize, direct and coordinate the work of assigned personnel; assist in the selection of and trains and evaluates assigned staff.

Perform detailed account and financial support work accurately and in a timely manner.

Respond to and effectively prioritize multiple phone calls and other requests for service.

Explain codes and ordinances to business owners and the general public; gain the cooperation and compliance of business owners and the public related to business tax and revenue issues.

Respond to inquiries, complaints, and requests for service in a fair, tactful, and timely manner.

Perform research and analysis, assemble data, and prepare reports.

Interpret, apply, explain and ensure compliance with federal, state and local policies, procedures, laws and regulations applicable to the area assigned.

Make accurate arithmetic, financial, and statistical computations.

Understand and carry out a variety of complex instructions in a responsible and independent manner.

Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

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

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

Use English effectively to communicate in person, over the telephone, and in writing.

Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.

Handle job stress and maintain composure in public settings.

Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Operate modern office equipment including computer equipment and specialized software application programs.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Associate degree from an accredited community college or two years of study towards a bachelor's degree at an accredited college or university in Business Administration, Public Administration, Accounting or a closely related field.

AND

Four years of increasingly responsible technical, accounting, or related experience to include three years of public contact work, two years of business licensing related experience, and two years of investigative/inspection experience.

Special Requirements:

Valid and appropriate California Driver's License and acceptable driving record 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 a flexible schedule to accommodate City needs.

The City of Fullerton's Conflict of Interest Code requires that the Business Registration Supervisor file financial disclosure statements in accordance with state and local laws.

California Government Code §3100 – 3109 requires that all public employees are to be declared disaster service workers and shall take and subscribe to the related oath or affirmation as required.

Physical Tasks and Working Conditions Include the Following:

Work is performed in an office, in a public/front counter environment. The incumbent may sit or stand for prolonged periods of time and use a computer, keyboard, screen and related equipment. The incumbent walks, twists, kneels, crouches, reaches, bends , and may operate 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: Exempt.

Established September 2023