

REVENUE SUPERVISOR

Class Definition

Under direction, supervises the work of personnel who provide billing, collections, and customer service for utility services, City licenses, permits, or parking permits and citations.

Distinguishing Characteristics

Revenue Supervisor is a first-line supervisory class. Work involves frequent public contact and daily supervision of subordinate personnel ensuring that department policies and procedures are enforced. This class differs from Revenue Manager in that the incumbent of the latter has responsibility for the administration of a department division.

Typical Tasks

(This list is neither inclusive nor exclusive. Consequently, this information may not reflect Essential Functions for this class.)

Supervises the work of personnel engaged in making collections of delinquent utility bills or parking citations, inspecting and rating premises receiving utility services, and providing other services to the public including responding to customer complaints and inquiries.

Supervises the work of personnel engaged in collecting license fees and issuing licenses, parking permits or citations, and in making field inspections to ensure that required licenses are obtained by individuals and business organizations.

Supervises the work of personnel engaged in processing parking citations and collecting parking fines.

Adjudicates contested parking citations and represents the City in parking citation disputes in administrative and judicial reviews.

Enforces provisions of the City of Fresno Municipal Code and Master Fee Schedule relating to licenses, permits, room taxes, and utility billing.

Enforces provisions of the State of California Vehicle Code, Department of Motor Vehicles standard practices and City of Fresno Municipal Codes relating to the imposition and collection of parking fines.

Administers the City's Parking Citation Program.

Supervises the receipt and deposit of monies for billings and/or collections rendered.

Participates in the selection of subordinate staff; trains and evaluates subordinate staff; recommends disciplinary actions.

Authorizes collection arrangements and enforces the arrangements when necessary.

Evaluates operational policy and procedures and, when necessary, recommends improvements.

Prepares required correspondence and reports.

Performs related duties as required.

Knowledge, Abilities, and Skills

Knowledge of municipal utility systems and billing procedures.

Knowledge of parking rules and regulations.

Knowledge of modern office management practices, procedures, and equipment.

Knowledge of collection techniques up to and including processing judgments obtained in Small Claims Court.

Knowledge of proper procedures for securely handling cash and other negotiables.

Ability to properly apply provisions of the Municipal Code, Master Fee Schedule, Administrative Manuals, and Memoranda of Understanding.

Ability to plan, assign, and coordinate the work of subordinate employees.

Ability to establish and maintain effective working relationships.

Ability to communicate orally and in writing.

Minimum Qualifications

Three years of experience in the issuance of licenses and permits, utility billing, collections, processing parking citations, and/or governmental accounting which included, or is supplemented by, one year of lead or supervisory work experience.

Special Requirement

Possession of a valid California Driver's License may be required.

Recruitments may be limited to a specific area of expertise, as required by operational needs.

APPROVED: _____

Director

DATE: _____

SE:JC:CBW:12/05/01