

REVENUE MANAGER

DEFINITION

Under general direction, plans, organizes, and manages the activities of the Utilities Billing and Collection Division including a variety of customer service, billing, and cashiering duties; handles the most intense and complex customer services situations and requests; coordinates assigned activities with other divisions, outside agencies, and the general public; and provides highly responsible and complex staff assistance to the Assistant Director.

SUPERVISION RECEIVED/EXERCISED

Receives supervision from the Assistant Director of Public Utilities. Exercises supervision over subordinate staff. Selects, trains, prepares performance evaluations, and recommends disciplinary actions for subordinate staff.

DISTINGUISHING CHARACTERISTICS

The Revenue Manager is a division head responsible for managing the activities of the Utilities Billing and Collection Division. The majority of City revenues are processed through this Division and direct billings for locally collected revenues are performed by Division personnel. Reporting to the Assistant Director, the incumbent exercises considerable independent judgment relating to the development, revision, and implementation of the Division's policies, procedures, and collection systems. This is an unclassified position in which the incumbent serves at the will of the Department Director.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

may include, but not limited to, the following:

Plans, organizes and manages, through subordinate supervisors, the activities of the Utilities Billing and Collection Division including a variety of customer service, billing, and cashiering duties.

Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.

Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

Manages the functions of the utility billing section including billing customers; assists the general public with utility billing questions and provides appropriate information.

Works with executive staff and supervisors in determining feasibility and procedures necessary to coordinate billing, collections and accounting procedures based on the needs of user departments and divisions.

Keeps informed on resolutions and ordinance additions and changes pertaining to revenue collection matters; suggests and implements improvements in ordinances and regulations.

Analyzes and reviews methods, procedures, and forms; develops improved billing and collection systems.

Coordinates billing and revenue activities with those of other divisions and outside agencies and organizations; renders decisions on billing collection administration problems confronting other departments, and on license.

Develops, modifies, and implements procedures to maintain quality control, accuracy, timeliness and code compliance associated with the billing and processing functions being conducted.

Supervises the preparation of regular and special studies and reports.

Works with vendors and potential suppliers of services to the Utilities Billing and Collections Division in order to improve customer service experience for customers.

Develops, prepares, and administers the Division budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.

Provides responsible staff assistance to the Assistant Director; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to revenue operations programs, policies, and procedures as appropriate.

Performs related duties as required.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Operational characteristics, services, and activities of a revenue program including utility billing and collections.

Principles, procedures, and methods used in the performance of customer service duties.

Modern fee collection techniques including utilization of computerized billing systems (HTE) for billing, collection, reporting and delinquency follow-up.

Advanced mathematical principles.

Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.

Principles of supervision, training, and performance evaluation.

Principles of municipal budget preparation and control.

Principles and practices of program development and administration.

Principles and procedures of record keeping.

Principles and procedures of financial record keeping and reporting.

Modern leadership and supervisory management techniques and budgetary procedures.

Modern motivational techniques and strategies needed for a large, diverse workforce.

Pertinent federal, state, and local laws, codes, and regulations.

Skills to:

Use computers and applicable software applications.

Ability to:

Oversee and participate in the management of a comprehensive revenue and utility billing program.

Oversee, direct, and coordinate the work of lower level staff.

Select, supervise, train, and evaluate staff.

Participate in the development and administration of division goals, objectives, and procedures.

Interpret and implement provisions of municipal ordinances and regulations pertaining to utility services, such as water, sewer and disposal.

Apply a strong emphasis on customer service balancing the legal requirements of the Fresno Municipal Code with the unique circumstances each potential customer brings.

Develop office procedures and policies that promote good customer and employee relations.

Apply professional billing and collection principles, knowledge, and skills to the maintenance of complex accounts and records.

Understand that citizens, Public Utilities, and the City Council are all “customers.”

Prepare clear and concise reports, records, and other written materials.

Prepare and administer program budgets.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.

Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.

Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.

Operate and use modern office equipment including computers and supporting word processing and spreadsheet applications.

Communicate clearly and concisely, both orally and in writing.

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

MINIMUM QUALIFICATIONS

Education:

Graduation from an accredited college or university with a Bachelor’s degree in

business administration, public administration, finance, accounting or related field,
and

Experience:

Four years of increasingly responsible billing and collections experience in a customer service environment. Additional qualifying experience may be substituted for education on a year-for-year basis, up to a maximum of two years.

Special Requirement:

A valid California Driver's License may be required at time of appointment.

APPROVED: _____
Director of Personnel Services

DATE: _____