

REVENUE COLLECTIONS SUPERVISOR

JOB DESCRIPTION

Classification Responsibilities: The Revenue Collections Supervisor is responsible for supervising the operations of one of the following functional areas: Licensing Office or Collections Office. This includes: measuring and evaluating work performance; assigning schedules; developing training schedules and guidelines; and prioritizing and delegating essential tasks. The incumbent directs and coordinates staff responses for: processing applications for licensing; collecting delinquent sales tax payments; adjusting and researching misapplied payments; placing of liens on taxpayers; and monitoring the process of sales tax audits from billing to set up and/or payment. A Revenue Collections Supervisor recommends changes in goals, procedures, policies, equipment, and personnel to maximize utilization of resources and improve operations. This class assists in preparing the budget by recommending changes to existing budget allocation and preparing written justifications for supplemental requests; prepares a report of various expenditure categories for accountability with City's special sales tax requirements and coordinates section activities with those of other departments; and provides information for City management, outside agencies, and organizations. Performs other duties as required.

Collections Office Assignment: Collection of delinquent tax, license fees, and other debt owed to the City through a combination of field, written, and telephone communication; ensuring policies and procedures are followed; and filing tax liens and initiating other civil actions when necessary. The Collections assignment incumbent also coordinates with the Licensing Office to verify licensing compliance and coordinates with the City Attorney's Office as well as with auditing staff to ensure sufficient documentation has been maintained in order to take appropriate collection actions. Position may entail some direct collection work. This classification responds to questions and provides information to the public, investigates complaints, and recommends corrective action as necessary to resolve complaints.

Licensing Office Assignment: Dealing directly with the public, both in person or by telephone; overseeing licensing and sales tax processing; ensuring policies and procedures are followed; receiving license fees and sales tax remittances; overseeing and processing liquor license applications for establishments within City jurisdiction; and overseeing and processing business permit applications for establishments within City jurisdiction, such as, but not limited to: massage therapy businesses, peddler licenses, teenage dance hall permits, pawn brokers, auctions, sexually-oriented businesses, second-hand stores, fortune telling, and special events. The Licensing assignment works with Police and Fire Departments to ensure appropriate background investigations are completed and/or that fire code compliance has been achieved as well as various other departments. In addition to overseeing the office licensing staff, the incumbent also supervises the Sr. Revenue Collections Officers who work in the field.

Distinguishing Features: The incumbent has full-supervisory responsibility over a licensing or revenue collections staff. A Revenue Collections Supervisor exercises considerable discretion and judgment in investigating, analyzing, and resolving the complex and/or sensitive inquiries or complaints referred by staff. This class is distinguished from the Customer Service Supervisor by having specialized working knowledge of the City collections code, City tax codes, ordinances, and licensing requirements. Work is performed with considerable independence under the general supervision of the Business Licensing and

Revenue Collections Administrator or the Tax Audit and Collections Administrator who evaluates work on the basis of observation and results achieved. This class is FLSA exempt-administrative.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Business Administration, Public Administration, or related field. Considerable (3 - 5 years) full-time experience performing direct collections, sales tax, or general licensing work. Good (1 – 3 years) experience in a lead or supervisory capacity.

Special Requirement. Must possess a valid Class D Arizona Driver's License by hire or promotion date (*Collections Office Assignment*).

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience in supervision and direct collections with a public/governmental agency are desirable for the Collections Office Assignment.

ESSENTIAL FUNCTIONS

Communication: Explains to staff and customers the City's policies and procedures relating to tax collections and licensing requirements. Collects, evaluates, and analyzes data to produce letters, memos, billing statements, and statistical reports so that they are able to obtain information, explain policies, resolve tax and licensing disputes, and track work. Effectively communicates to management the necessity and justification for policy revisions. Responds to customers and management, either orally or in writing, regarding the most difficult customer complaints. Communicates with supervisors and managers in other City departments, both orally and in writing. Responds to angry, confused, and/or hostile customers in a tactful, confidential, knowledgeable, and courteous manner.

Manual/Physical: Uses a personal computer (PC) to construct detailed spreadsheets and charts, create comprehensive reports, review history of accounts, review and complete online transactions, and produce memos and letters. Operates and trains staff members on a wide variety of office equipment including: PCs, printers, calculators, and specialized software programs, etc. Meets scheduling and attendance requirements. Operates a motor vehicle requiring a standard Class D Arizona Driver's License to attend meetings at other locations and conduct field visits to Mesa citizens (*Collections Office Assignment*).

Mental: Assigns work to staff by determining work priorities, considering work flow patterns, ascertaining current workload, and taking into consideration staff capabilities and knowledge. Evaluates the performance of staff by closely monitoring overall work flow, spot-checking work completed, and reviewing problems or complaints referred by staff. Investigates and resolves the most difficult customer complaints. Conducts research and develops recommendations. Resolves day-to-day operational problems.

Knowledge and Abilities:

Knowledge of:

City of Mesa codes, ordinances, and other applicable laws governing sales tax and licensing for such areas as (but not limited to): liquor licensing, massage therapy businesses, peddler permits, pawn shops, second-hand shops, special events, auction houses, etc.;

policies and procedures for sales tax collections and general licensing and adhering to the City code;

procedures for internal controls and security measures;

principles, practices, and procedures used to train, supervise, and evaluate staff; clerical accounting, bookkeeping, and computerized billing and cashiering systems; the geography and street locations of Mesa; and

US bankruptcy laws and court procedures as they apply to tax collections.

Ability to:

read and interpret fiscal data, and explain City of Mesa policies and procedures concerning tax collection functions such as: adjustments, bill calculations, statistical reports, and correspondence;

explain transient occupancy, sales tax, liquor licensing and all specialty licenses (such as, but not limited to: massage therapy businesses, pawn shops, auctioneer, teenage dance halls, sexually-oriented businesses, second-hand businesses, fortune telling, and special event licensing);

prepare materials for management, including preparation of material for City Council packets;

direct and coordinate staff responses to late payments, fee increases, establishing and closing tax accounts, bank corrections, payment posting errors, deposit disputes, taxpayer conflicts, licensing conflicts, and misapplied or incorrect filings;

interact tactfully, confidentially, knowledgeably, and courteously with the public, coworkers, and various levels of City management;

interact tactfully with customers in handling disputes with liquor applications, general licensing, and with other situations which are difficult to resolve or unusual (without precedent);

make accurate, timely, and effective decisions under stressful conditions; exercise initiative in the improvement for the functional area; and

analyze and solve problems according to department and City policies, regulations, and ordinances.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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INCREMENTS 57-200

PAY GRADE: 51

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