

BUSINESS LICENSING AND REVENUE COLLECTIONS ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: A Business Licensing and Revenue Collections Administrator is responsible for the effective, efficient, and economical management, coordination, and supervision of the staff and operations of the Customer Service and Revenue Collections Business Services functions including cashiering, utility credit services, payment processing, call center, and regulatory licenses/license enforcement. A significant element of the work includes resolution of customer complaints/problems regarding business licensing and collection of revenues. Duties include: short- and long-range planning; strategic planning, budget preparation, and administration for assigned areas; selecting, training, and evaluating personnel; supervision of supervisory staff; developing and implementing program goals and objectives; establishing policies and operating procedures; reviewing and evaluating business licensing and revenue collections activities; writing City Code; and conducting licensing hearings. The Business Licensing and Revenue Collections Administrator must possess a strong knowledge of customer service data processing, collections, licensing and sales tax revenues. This class performs related work as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. This class is FLSA exempt-executive.

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, or experience equivalent to graduation from an accredited college or university with a Bachelor's Degree, with major coursework in business or a related field. Extensive (5+ years) progressively responsible experience in managing a Customer Service Business Office, Collections, or Financial Services Business Office. Proficiency in Windows-based software, including Word and Excel.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience with multiple Business Offices, medium to large volume Payment Processing center, Credit Service Office, and Sales Tax or Business Licensing work, is highly desirable.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, and public officials in order to administer the activities of the Revenue Collections Operations section and to respond to customer complaints and inquiries. Prepares letters for own signature or on behalf of the Mayor or City Manager to respond to customer complaints and inquiries.

Submits recommendations to Council regarding Code changes; writes City Code and conducts licensing hearings as needed.

Manual/Physical: Reviews the work products of others to ensure compliance with state laws, City ordinances, standard operating procedures, and safety procedures. Inspects, monitors, and/or evaluates information and work-related conditions to determine compliance with prescribed operating, safety, or other standards in the administration of the Revenue Collections section. Operates a motor vehicle to attend off-site meeting locations and to visit work sites. Operates a personal computer (PC), calculator, and bill-processing equipment. Enters data into a PC and a calculator in order to develop responses to customer inquiries and complaints. Meets scheduling and attendance requirements.

Mental: Plans, organizes, and direct the activities of the Revenue Collections section. Supervises and evaluates the work of subordinate supervisors responsible for overseeing personnel involved in cashiering, collections of delinquent accounts, and special business licensing. Prioritizes and assigns work to personnel and/or prioritizes own work. Resolves procedural and operational problems through knowledge gained from work experience, education, and training. Coordinates work activities, program functions, and procedural changes with other City departments, and other cities. Develops section short- and long-term objectives. Performs mathematical calculations, statistical computations, and financial and cost analysis calculations.

Knowledge and Abilities:

Knowledge of:

the practices and records involved in the receipt and disbursement of money;
municipal accounting and finance practices;
modern office organization and practices;
City of Mesa utility accounting and collection policies and procedures;
customer problem/complaint resolution principles, practices and procedures; and
the principles and practices of employee supervision and training.

Ability to:

organize, direct and implement a comprehensive customer service program;
prepare and administer a Responsibility Center budget;
supervise, train and evaluate assigned staff;
analyze office activities and problems and take appropriate action;
interpret and apply City and departmental rules, policies, and procedures as applicable to billing and collection;
analyze and interpret accounting records;
review, evaluate and develop systems and procedures related to the processing of tax payments and collection of charges;
present oral or written reports;
coordinate work activities among various Business Services sections (example: business licensing, cashiering, credit services, call center) to facilitate efficient and effective operations;
make final determination regarding customer complaints;

conduct review of revenue collection activities to affect greater productivity;
compile a variety of financial or statistical reports regarding divisional activities;
investigate complaints and recommend corrective action as necessary to resolve problems;
manage the timely processing of payments for sales taxes;
complete, review and/or approve journal vouchers for adjustments to related accounts; and
deal tactfully and effectively with customers, City employees, and the general public.

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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JOB FCTN-ADM

INCREMENTS 57-200

PAY GRADE: 57

IND-9410

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