

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 business office operations, utility credit services, unattended payment processing, contact center, regulatory licenses, and license enforcement. A significant element of the work includes public contact and resolution of customer complaints issues regarding specialty 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 excellent customer service skills and 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 in Business Management or a related field. Extensive (5+ years) experience in managing a work group who provides face-to-face and/or over the phone customer service, involving data entry and processing payments. Considerable (3 - 5 years) experience with Windows based Word and Excel software applications.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience with managing multiple municipal areas to include Customer Service Business Office including medium to large cash handling/payment processing experience, Collections, Contact Center, or Specialty Licensing Office is highly desirable. Major college coursework in business is preferred.

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 and 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. Participates in and attends off-site meeting locations and visits 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 directs the activities of the Revenue Collections section. Supervises and evaluates the work of subordinate supervisors responsible for overseeing personnel involved in business office operations, collections of delinquent accounts, and specialty 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: specialty licensing, license enforcement, business office, credit services, contact center, unattended payment 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 issues;
manage the timely processing of payments for various City operations;
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 53-200

PAY GRADE: 62

IND-9410

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