

052003/24/11

Revised

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

TITLE: REVENUE SPECIALIST

DEFINITION

Under general supervision, to perform a variety of highly responsible and complex administrative support duties to a supervisor handling administrative details and coordination of day-to-day office operations; to supervise subordinate staff; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Employees in this classification perform the most difficult and responsible types of duties assigned; including assuming responsibility for seeing that the work of subordinates meets appropriate standards; explaining policies, procedures, rules and regulations; and specialized work requiring extensive experience, knowledge of the technical subject matter and functions of a work program. Incumbents at this level are required to be fully trained in all procedures related to assigned area of responsibility and to exercise independent judgment and discretion.

REPORTS TO: Business Tax/Collections Supervisor or Treasury Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from higher level staff. May exercise close to general supervision over administrative support staff as assigned.

EXAMPLES OF DUTIES

Typical duties may include, but are not limited to, the following:

- Plan and organize the work assignments, office procedures and workflow of administrative support staff performing varied non-routine work.
- Perform and direct specialized clerical and administrative detail work associated with the assigned section.
- Develop and implement office procedures.
- Compose technical memoranda requiring knowledge of the processes and procedures of the section.
- Answer questions from the public and other section staff.
- Provide administrative assistance to management.
- Prepare forms, schedules, reports, lists and general correspondence.
- Operate and oversee the operation of a variety of office equipment.
- Maintain records of staff attendance and absences, compiling and submitting periodic reports as required.
- Perform other duties as assigned.

In addition to the above duties, when assigned to the Treasury Function:

- Supervise and participate in the opening, sorting and validating of mail payments for municipal utility services, assessments and related transactions.

- Supervise and participate in the receipt of money from utility service customers and others for payment of services and related transactions, and the issuance of receipts.
- Supervise and participate in the daily, monthly, quarterly and annual balancing of bank statements and credit card receipts.
- Supervise and participate in the balancing of cash on hand against receipts, and preparation of deposits.
- Supervise and participate in the sale of municipal coupons and documents according to prescribed procedures.
- Supervise and participate in the administering the Utility Users Tax Refund Program.
- Assist and participate in the printing of Accounts Payable and Payroll checks.
- Assist and participate in the distribution of Accounts Payable and Payroll within established procedures.
- Assist and participate in the inputting of wires through the Banking Interface System and the accounting activity relating to banking procedures.
- Assist and participate in pulling financial reports through the Banking Interface System.
- Assist and participate in the daily investment of the City's investment portfolio within established policy.
- Assist and participate in auditing and processing of wire and ACH.
- Serve as liaison for the Finance-Treasury Division with Information Systems and Public Utilities Customer Service on training, technical and troubleshooting support for both software and hardware problems with Core and Banner systems. Maintain database for Core One Step Cashiering System.
- Participate in the scheduling and assigning of work load for the Lead and Revenue Representatives, administrative support staff, and temporary agency staff, as needed.
- Maintain procedural manuals for each area within the Treasury Division.
- Assist in the ordering of all supplies within the Revenue Division.
- Assist the Lead Revenue Representative.
- Assist with daily closing procedures.
- Serve as Treasury Supervisor in Treasury Supervisor's absence.

In addition to the above duties, when assigned to Business Tax/Collections Function

- Supervise and participate in the monthly production of renewal notices and business tax certificates.
- Supervise and participate in the production of semi-monthly reminder and late notices.
- Supervise and participate in the daily and monthly balancing of business tax monies.
- Assist and participate in the supervision of the electronic Business Tax System.
- Assist and participate in the administration of the various business improvement districts.
- Assist and participate in the calculation of the annual business tax rate adjustment.
- Assist and participate in the annual business tax rate update to the electronic Business Tax System.
- Assist and participate in the administration and collection of transient occupancy taxes.

- Assist and participate in the administration of daily vendor monies.
- Assist and participate in the administration and issuance of Bingo Licenses, Pedestrian Food Vendor Permits and Bicycle Licenses.
- Assist and participate in the collection of non-utility returned checks.
- Assist and participate in the Administrative Citation program.
- Assist and participate in the Banner Permit program.
- Assist and participate in the filing of small claims court cases.
- Serve as Business Tax/Collections Supervisor in Business Tax/Collections Supervisor's absence.

QUALIFICATIONS

Knowledge of:

- English usage, spelling, grammar and punctuation.
- Office methods and standard office equipment usage.
- Computers and related equipment; software used by department/division to which assigned.
- Basic record keeping methods.
- Reception and telephone techniques.
- Techniques involving processing, retrieving and controlling a large volume of records.

Ability to:

- Interpret and apply departmental policies and procedures.
- Maintain complex records and prepare technical reports.
- Work independently in the absence of the supervisor.
- Compile and reconcile numerical and financial data.
- Prioritize work, coordinate multiple activities and provide necessary follow-up.
- Analyze data and draw logical conclusions.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to the completion of the twelfth grade supplemented by courses in business practices, computer applications or other related fields.

Experience: Three years of general administrative support experience.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

Possession of an appropriate, valid class "C" California Motor Vehicle Operator's License.

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Revenue Specialist

TO: Treasury Supervisor
Business Tax/Collections Supervisor