

0581

CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

03/24/11

Revised

TITLE: SENIOR BUSINESS TAX REPRESENTATIVE

DEFINITION

Under general supervision, to coordinate and participate in the administration and collection of business tax, transient occupancy tax and other business related activities within the City; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level in the Business Tax Representative series. Positions at this level are distinguished from other classes within the series by the level of responsibility assumed, the complexity of duties assigned, and the responsibility for partial field work. Employees perform the most difficult and responsible types of duties assigned to classes within the series, including explaining policies, procedures, rules and regulations to subordinates; and specialized work requiring extensive experience, knowledge of the technical subject matter, and functions of a work program. Employees at this level are expected to be full trained in all procedures related to assigned area of responsibility and to exercise greater judgment and discretion.

REPORTS TO: Business Tax/Collections Supervisor

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Business Tax/Collections Supervisor. Exercises lead responsibility for Business Tax Representative I's and Business Tax Representative II's, as assigned.

EXAMPLES OF DUTIES

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

- Serve as a counter and telephone representative; accept business tax applications; accept and process business tax payments; and answer telephone inquiries.
- Balance payments and cash on a daily and monthly end basis to verify accuracy of work processed.
- Implement policies and procedures to insure collection of all City business tax, transient occupancy tax, bingo applications, vendor permits and bicycle licenses.
- Perform a wide variety of clerical duties including typing, filing, record verification; sort, code and file correspondence; process returned check letters; order forms and supplies.
- Process all new and existing renewals for accuracy and interpret existing code sections applicable to situation.
- Prepare monthly renewal notices, processing and auditing payments and issuing final certificate.
- Prepare audits of business records to ensure proper tax payment.
- Serve as a lead in the administrative and enforcement activity relating to transient occupancy tax.
- Conduct complex field inspections and complete related follow-up paperwork and other activities.
- Inspect premises to verify type of business and detect and report violations of code provisions and City ordinances with regard to close out sales, auctions, bingo, and burglar alarms.
- Check transient business activities such as delivery vehicles, solicitors and peddlers for compliance with code regulations.

- Check businesses for proper display of business tax certificates.
- Collect delinquent accounts by telephone and in person as required.
- Evaluate, when required, the need for issuance of Administrative Citations to offending parties, and initiate the issuance process in compliance with established procedures.
- Perform other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Customer service policies and procedures.
- Investigate techniques useful in offering assistance in inspecting business activities to ensure compliance with business tax requirements.
- Collection techniques useful for field and telephone collections.
- Municipal Code interpretation and enforcement.
- Accounting and book-keeping procedures.
- Modern office practices, methods and procedures.

Ability to:

- Work well under stressful situations.
- Effectively handle conflict situations with customers and maintain good public relations while protecting City interest.
- Interpret the business tax code, policies and procedures.
- Do research and perform mathematical computations.
- Communicate clearly and concisely, orally and in writing.

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.

Experience: Three years of experience performing duties equivalent to a Business Tax Representative II or three years of experience in field inspections or collections involving public contact.

MEDICAL CATEGORY: Group 1

NECESSARY SPECIAL REQUIREMENT

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

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Senior Business Tax Representative

TO: Business Revenue Specialist - Business Tax