



CLASS TITLE | CITIZEN SERVICES AND LICENSING CENTER MANAGER

PAY GRADE: EX-44 | www.cityoftulsa.org/pay

Class Code: 1258

Effective Date : 06/28/2023

PURPOSE OF THE CLASSIFICATION: Under general supervision performs professional work and manages the activities of the public facing sections of the Treasury and Utilities Services divisions of the Finance Department, providing oversight of operational processes or fiscal functions including financial and performance reporting, audit oversight, strategic planning and collection monitoring; and performs other related assigned duties.

ESSENTIAL TASKS:

- Performs personnel management activities within the work unit while adhering to departmental and sectional guidelines, as well as City Policies and Procedures and applicable collective bargaining agreements
 - Responsibly manages and directs License Center, Revenue Processing and Personal Customer Service personnel in the calculation, collection, distribution, and tracking of revenues and assists with the development of cash handling procedures
 - Develops, monitors, and implements goals and objectives to improve the effectiveness of work units while ensuring compliance with applicable regulations, policies and procedures
 - Interprets ordinances, statutes, and policies related to licensing, utility billing, and court fees and costs to provide professional service to customers and to ensure staff training is current, ensuring compliance and accuracy of services and information provided to customers
 - Investigates and resolves citizen complaints and ensures high level customer service is provided and processes are understood by customers and adhered to by employees
 - Develops, implements, administers, and supervises programs for efficient and equitable licensing, permitting, inspections, and enforcement of activities relating to City ordinances, reviewing applications for new licenses or renewals of existing licenses, making sure that all documentation is complete and accurate
 - Prepares evidence for license related disciplinary hearings and acts on behalf of the Director of Finance on appeals before the Tulsa City Council
 - Assist functional area leads with testing of Tyler Cashiering, Munis Enterprise ERP and Energov Licensing modules, and performs and participates in internal audits associated with collections, accounting, billing, and credit functions
 - Creates and provides financial and statistical reports and data necessary to track goals and make operational decisions
 - Assists in the development of the Treasury and Utility Services budgets
 - Must report to work on a regular and timely basis
- Reasonable accommodation may be made to enable individuals with disabilities to perform the essential tasks.**

QUALIFICATIONS:

Training and Experience: Must meet the following criteria or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 100:

- (a) Graduation from an accredited college or university with a bachelor's degree in business administration, public administration, accounting, or closely related field; **and,**
- (b) Five (5) years of progressively responsible experience in employee supervision, customer service, accounting and data processing systems

Knowledge, Abilities and Skills:

Knowledge of:

- City ordinances as they relate to licensing, collections, and utility billing
- Principles of management
- Principles, policies and procedures relating to business licensing and revenue collections
- Project management best practices
- Accounting principles and practices, including auditing of financial records
- Customer service best practices and procedures
- Administrative principles and practices, including goal setting, program development, implementation and evaluation, and the supervision of staff
- Principles and practices of developing teams, motivating employees and managing in a team environment



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- Records management principles and practices
- Techniques for dealing with a variety of individuals, at all levels of responsibility, in person and over the telephone

Ability to:

- Develop and implement programs for the section based upon best practices and the needs of customers
- Analyze administrative problems
- Prepare and present statistical data, program objectives, and summary reports
- Plan and supervise the work of subordinates
- Communicate effectively, both verbally and in writing
- Establish standards and procedures for the work area, including development and implementation of training
- Report on the sections performance to management and make recommendations for improvement
- Build strong relationships while acting as a liaison between the customer and the City
- Collect and analyze customer service department metrics
- Utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization

Skill in:

- Planning, organizing and administering the business licensing and revenue collection function
- Directing and performing complex problem definition and resolution activities
- Analyzing complex application packages
- Preparation of proper documents and internal process documentation
- Preparation of licensing agendas and agenda reports
- Training others in policies and procedures related to the work
- Developing and implementing goals, objectives, policies, procedures and work standards
- Developing effective work teams and motivating individuals to meet goals and objectives and provide customer services in the most efficient manner
- Interpreting, applying and explaining complex laws, policies and procedures related to the areas of responsibility
- Preparing clear and concise reports, procedures, correspondence and other written materials
- Using initiative and independent judgment within general policy guidelines
- Using tact, discretion and prudence in dealing with the public, attorneys, other agency personnel and all others contacted in the course of the work

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; may be subject to walking, standing, sitting, reaching, handling, feeling, and twisting; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: E-01

Group: Fiscal

Series: Financial Management