

CLASS TITLE: LICENSE CENTER AND REVENUE PROCESSING MANAGER

PURPOSE OF THE CLASSIFICATION: Under general supervision is responsible for managing and directing the daily activities and customer service aspects of the License Center and Revenue Processing, engaged in the direction of fee collection and processing, collection of outstanding revenue, enforcement of City ordinances and State laws relating to licenses and collections; and performs other related assigned duties.

ESSENTIAL TASKS:

- Manages and directs License Center and Revenue Processing personnel in the calculation, collection, distribution, and tracking of all revenue in regards to the License Center and Revenue Processing departments
- Meets with licensee groups to ensure awareness and understanding of City ordinances
- Establishes goals and objectives for the License Center and Revenue Processing
- Interprets ordinances and statutes and advises license applicants on City ordinances as they relate to collection and licensing
- Develops policies and procedures for use by personnel involved in collections of outstanding City revenue and licensing to ensure compliance with applicable ordinances and statutes
- Investigates and resolves citizen complaints and ensures customer service processes are successfully implemented
- Assist with the development of cash handling procedures for various departments to reduce the length of time that certain services retain cash and checks
- Creates and produces Revenue Processing service level reports, including quarterly service level reports
- Develops and administers the License Center and Revenue Processing annual budget and coordinates with ISD and Finance Department regarding accounting and billing issues
- Develops, implements, administers, and supervises programs for efficient and equitable licensing, permitting, inspection, and enforcement of activities relating to City ordinances
- Supervises the collection, compilation, analysis, and interpretation of data relating to the City Hotel Tax
- Prepares evidence for license related disciplinary hearings and acts on behalf of the Director of Finance on appeals before the City Council
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in Business Administration, Public Administration, Accounting, or closely related field, and five (5) years of progressively responsible experience in finance; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of City ordinances as they relate to licensing and collections; and considerable knowledge of the principles of management. Ability to develop and implement programs; ability to analyze administrative problems and find appropriate alternatives; ability to prepare and present statistical data, program objectives, and summary reports; ability to plan and supervise the work of subordinates; ability to communicate effectively, both verbally and in writing; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization.

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.

Page 2 (continued from License Center and Revenue Processing Manager)

Licenses and Certificates: None required.

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

Class Code: 1075

EEO Code: E-01

Pay Code: EX-44

Group: Fiscal

Series: Financial Management

Effective date: September 21, 2015