

**CITY OF HUNTINGTON PARK**  
**CLASS SPECIFICATION**

**REVENUE COLLECTIONS SUPERVISOR**

Civil Service Status:	Open Competitive	Bargaining Unit:	Non Represented Employees
Probationary Period:	One Year	Approved by City Council:	3/16/09
Classification Series:	Finance	Resolution No.:	2009-31
FLSA Status:	Non-Exempt		

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

**DEFINITION**

Under general direction of the Director of Finance this mid-management position, supervises and is responsible for the day to day operations of the Revenue Collections Division. The Revenue Collections Division includes the collection, recordation and deposit of all funds coming to the City including utility billing; parking citations; business license; refuse billing; and central cashiering; performs other related work as required.

**EXAMPLE OF DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

- To review and supervise the work of all Revenue Division personnel. To evaluate and train personnel to achieve optimum performance; and to insure adequate staffing of the public revenue counter to minimize customer waiting lines and to insure quality customer service;
- To become thoroughly familiar with the legal authority for and timing of all City revenue sources so as to insure that all City revenues are received in a timely manner and in the proper amounts.
- To review City revenue accounts on a regular basis to insure that all revenue owed to the City are collected and properly recorded;
- To insure that utility bills are prepared accurately and mailed in a timely manner to utility customers;
- To insure that the Business License rules and regulations are followed and that license application are processed efficiently and that renewals are processed in a timely manner;
- Those revenue delinquencies are monitored and that appropriate actions are taken to collect delinquent revenues;
- Assist in the coordination of the timely completion and submission of State Mandated cost claims report;
- To recommend the adoption of rules or techniques to better insure the complete and timely collection of City revenues;
- To recommend potential new sources of City revenues;
- To insure the timely deposit of all City revenues;
- Supervises, trains and evaluates employees;
- Assumes responsibilities for ensuring the duties or the position are performed in a safe efficient manner;
- Performs other related duties as assigned or as situation requires;

**CITY OF HUNTINGTON PARK**  
**CLASS SPECIFICATION**

**REVENUE COLLECTIONS SUPERVISOR**

Civil Service Status:	Open Competitive	Bargaining Unit:	Non Represented Employees
Probationary Period:	One Year	Approved by City Council:	3/16/09
Classification Series:	Finance	Resolution No.:	2009-31
FLSA Status:	Non-Exempt		

**MINIMUM QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- The principles of financial management;
- Principles of supervision, training and performance evaluation;
- An ability to impart the need for customer quality service;
- Laws and regulations relating to purchasing in a municipality;
- Utility billing and business license processes and procedures;
- Cash management and collection techniques and procedures;
- Computer hardware, software and ten key;
- Supervisory techniques and their application;

**Skills:**

- Skills in word processing general correspondence, spreadsheets and reports using a personal computer and software application;

**Ability to:**

- Handle confidential information with discretion;
- Supervise, train, evaluate, and motivate subordinate employees;
- Maintaining, reviewing and reporting account information;
- Following and providing oral and written instruction and information;
- Recognize and solve problems;
- Ability and willingness to be proactive in improving the performance of the Revenue Collection Division and the Finance Department;
- Prepare accurate, clear, concise, complete and accurate reports and schedules;
- Communicate effectively both verbally and in written form;
- Respond in a timely and accurate basis to public inquiries and complaints in a courteous and tactful manner;
- Establish and maintain effective working relationships with employees, public officials and the public in the course of work;
- Maintain professionalism in attitude, attire, relationships, work product and confidentiality;
- Effectively handle irate customers;
- Understand and interpret provisions of the municipal code, MOU's, Administrative Policies and Departmental Rules and other City Policies related to job duties;
- Review and evaluate employee's job performance;
- Effectively supervise subordinates;
- Foster a teamwork environment;
- Plan, organize and prioritize work duties and assignments;

**CITY OF HUNTINGTON PARK**  
**CLASS SPECIFICATION**

**REVENUE COLLECTIONS SUPERVISOR**

Civil Service Status:	Open Competitive	Bargaining Unit:	Non Represented Employees
Probationary Period:	One Year	Approved by City Council:	3/16/09
Classification Series:	Finance	Resolution No.:	2009-31
FLSA Status:	Non-Exempt		

(Continued)

- Lead, coach, instruct and motivate employees;
- Provide leadership;
- Provide work instructions;
- Initiate, recommend and carry out personnel actions as required;
- Organize, assign, schedule and delegate workload among employees;
- Speak before groups of people;
- Effectively manage workplace diversity issues in a diverse organization;
- Work necessary hours and times to accomplish goals, objectives and required tasks;
- Deal with all levels of employees and the public;
- Initiate and accomplish work in a timely manner;
- Assume responsibility for providing effective customer service;
- Assume responsibility for maintaining a safe working environment;
- Work overtime as requires;
- Assume responsibility to maintain a safe working environment;
- Develop necessary skills from on-the-job training and meet the standards of performance or higher for the classification by the end of the probationary period;

**Education and Experience Guidelines** – *Any combination of equivalent education, training and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Possess an Associate of Arts Degree in Finance, Data Processing or other closely related field.

**Experience:**

Three (3) years of relevant experience preferably with a local government entity and including supervisory capacity.

**License:**

A valid California Class C Driver's License and a satisfactory driving record.

**Physical Requirements:**

Must meet approved physical and pre-placement medical standards for the position.