

CITY OF FONTANA REVENUE OPERATIONS MANAGER

DEFINITION: Under administrative direction, manage, direct, supervise, and coordinate the activities and operations of the Revenue Division including management of business licensing, utility billing, revenue collection of various fees and taxes, and citywide cashiering function; monitor and analyze revenue sources of the City, prepare and/or review various revenue estimates, and provide professional staff assistance to the Deputy Finance Officer in a variety of related assignments.

ESSENTIAL FUNCTIONS: The incumbent must have the ability to:

- Assume management responsibility for utility billing, cashiering, tax collection, treasury reporting, and other revenue services and activities.
- Recommend and implement goals, objectives, and practices for providing effective and efficient investment and revenue services.
- Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend, within Departmental policy, appropriate service and staffing levels; recommend and administer policies and procedures.
- Continuously monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; assess and monitor workload, administrative and support systems, and internal reporting relationships; identify opportunities for improvement and review with the Deputy Finance Director; direct the implementation of improvements.
- Select, train, motivate, and evaluate assigned personnel; provide or coordinate staff training; work with employees to correct deficiencies.
- Plan, direct, coordinate, and review the work plan for cashiering, cash management, utility billing, business licensing, revenue tracking and analysis, revenue collections, and various tax programs; meet with staff to identify and resolve problems; assign work activities, projects, and programs; monitor workflow; review and evaluate work products, methods, and procedures.
- Manage and participate in the development and administration of the annual divisional budget; direct the forecast of additional funds needed for staffing, equipment, materials, and supplies; direct the monitoring of and approve expenditures for the division; direct and implement adjustments as necessary.
- Monitor and report on legislative actions that may affect local government finance.
- Supervise, audit, and institute cash controls for division staff. Supervise the administration of other revenue services and activities.
- Participate in special projects including research of new programs and services, budget analysis and preparation, and feasibility analyses; prepare and present reports; participate in a variety of Department operations.
- Conduct a variety of organizational studies, investigations, and operational studies; recommend modifications to revenue programs, policies, and procedures as appropriate.
- Analyze problems, identify alternative solutions, project consequences of proposed

actions, and implement recommendations in support of Finance Department goals.

- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze and compile complex technical and statistical data. Perform complex financial and accounting work.
- Prepare and administer annual Revenue Division budgets.
- Prepare clear, concise, and comprehensive administrative and financial reports.
- Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.
- Supervise and direct the work of the central cashier office in receiving, depositing, and disbursing of all monies.
- Supervise and direct the work of the utility billing operations, business license, and passport operations.
- Supervise the recording of all receipts, disbursements and special assessments, and financial record maintenance.
- Review and recommend best practices for off-site financial transactions.
- Respond to requests for information and advise other departments, governmental agencies, and the public of City's financial and revenue policies.
- Identify and respond to community and finance issues, concerns, and needs.
- Communicate clearly and concisely, both orally and in writing.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Maintain prompt and regular attendance.
- Perform related duties and responsibilities as assigned.
- This position is always evolving. Therefore, employer reserves the right to modify this job description as necessary.

THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.

WORKING CONDITIONS: Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing documents and reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer, and acute hearing is required when providing phone service and communicating in person.

EXPERIENCE AND TRAINING GUIDELINES: A combination of experience and training that would provide the required knowledge is qualifying. The incumbent must have knowledge of:

- Operational characteristics, services, and activities of revenue management, utility billing, cashing, accounting, passport services, and business licensing.
- Principles and practices governing commercial banking relationships, products, and services.
- Organizational and management practices as applied to the analysis and evaluation

of programs, policies, and operational needs.

- Principles and methods of modern accounting and auditing.
- Principles and practices of financial administration including budgeting and reporting.
- Principles and practices of program analysis, and revenue forecasting.
- Modern and complex principles and practices of program development and administration.
- Principles and practices of effective management and supervision.
- Pertinent Federal, State, and local laws, codes, and regulations pertaining to public finance.

Experience: Five (5) years of professional and progressively responsible revenue management experience, including two (2) years of supervisory experience.

Education: Equivalent to a Bachelor's Degree from an accredited college or university with a major course work in Accounting, Finance, Business Administration, or a related field.

Licenses and/or Certifications: Possession of, and continuously throughout employment, a valid California Class "C" Driver's License or equivalent.

SUPPLEMENTAL INFORMATION: Incumbents are required to complete a Statement of Economic Interest Form (700 Form) annually and ethics training bi-annually, pursuant to AB 1234.