



Revenue Services Manager

Department/Division:	Finance and Administrative Services
Reports To:	Director of Finance and Administrative Services
Provides Direction To:	Senior Account Services Representative, Account Services Representative
FLSA Exemption Status:	Exempt
Employment Exemption Status:	At-Will
Date Prepared:	September 3, 2014
City Council Resolution #	

GENERAL PURPOSE

Under administrative direction, plans, manages, and coordinates revenue accounting records and reports; and performs other related duties as assigned.

DISTINGUISHING CHARACTERISTICS

The Revenue Services Manager is distinguished from the Accountant by its specialized responsibility for utility billing and revenue accounting and supervision of accounting services staff. The Revenue Services Manager is differentiated from the Senior Account Services Representative by its broader decision-making authority with respect to the enforcement of revenue accounting standards and policies.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the class.

1. Plans, manages and coordinates water and refuse utility billing, business and animal licensing, resolution of fees, film permits, taxi cab franchise, miscellaneous accounts receivable, transient occupancy tax, parking programs and parking citations, leases, franchise payments, cash receipts, central cashiering, customer service, and accounts receivable functions.
2. Develops, implements and analyzes the effectiveness of accounting policies, practices and procedures under the guidance of the Director of Administrative Services, and institutes approved changes.
3. Trains, supervises and evaluates the work of accounting support staff.

ESSENTIAL FUNCTIONS (continued)

4. Authorizes check requests and wire transfers and reviews most complex accounting transactions and reconciliation work where additional advice is requested.
5. Reviews and resolves major customer complaints that cannot be effectively handled by accounting clerical staff.
6. Manages City-wide revenue collections and bank deposits. Assures proper issuance of licenses and regulatory permits, collection of parking fees, and maintenance of cash controls.
7. Prepares Revenue Services Division and Water Billing Division Budget and internal service expenditure allocations as part of annual budget.
8. Assists external auditors by coordinating and providing fiscal year information.
9. Plans, manages, and completes a variety of special projects.
10. Coordinates major independent and internal audits involving financial operations.
11. Prepares and reviews operational reports such as daily cash recap reports, City-wide user fee and cost allocation reports, monthly accounts receivable report, monthly outstanding collections report, utility billing aging reports, parking meter collection report, and monthly outstanding collections report.
12. Completes and reviews a variety of statutory and committee requested reports such as the Quarterly Finance Subcommittee Report, Annual County of Los Angeles Possessory Interest Report, Monthly Transient Occupancy Tax Report, and business license tax resolution reports.

QUALIFICATIONS GUIDELINES

Knowledge of:

Revenue accounting standards and practices; types and sources of municipal revenues and financing; Generally Accepted Accounting Practices and Principles (GAAP); principles, practices, and methods of cost accounting, internal controls, and financial auditing; municipal budgeting practices; operations and requirements of the City's automated general ledger accounting system; program conversion practices and implementation; principles of revenue estimation; supervisory principles and techniques; customer service practices.

Ability to:

Operate computer hardware and modern office equipment and use word processing, spreadsheet, and accounting software; analyze revenue accounting data, balance reports, and report trends; understand, interpret, and apply City, State, and federal regulations and standards; understand and accurately use the City Chart of Accounts and schedules of rates and fees; develop and implement financial procedures and controls; perform complex mathematical analyses; prepare and present clear, concise and comprehensive financial statements, reports, and schedules; select, train, supervise, and evaluate the work of technical staff; communicate effectively, both orally and in writing; establish and maintain effective working relationships with staff, management, vendors, contractors, consultants, auditors, the general public, and others in the course of work.

Education/Training/Experience:

Bachelor's degree from an accredited four-year college or university in accounting, finance, business administration, or a closely related field is required. Seven years of responsible professional and supervisory accounting and financial experience is required, preferably involving work with a local governmental agency.

Licenses, Certificates; Special Requirements:

Ability to attain a valid Class C California driver's license, acceptable driving record, and proof of auto insurance in compliance with the City's Vehicle Insurance Policy standards.

In accordance with California Government Code Section 3100, City of Manhattan Beach employees, in the event of a disaster, are considered disaster service workers and may be asked to protect the health, safety, lives, and property of the people of the State.

PHYSICAL AND MENTAL DEMANDS

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

While performing the duties of this class, the employee is constantly required to sit, stand and walk. The employee must be able to talk and hear. The employee must be able to use hands to finger, handle, feel or operate computer hardware and standard office equipment; reach above and below shoulder level with hands and arms. The employee occasionally lifts and carries records and documents weighing more than 25 pounds.

Sensory demands include the ability to see, talk, and hear.

Mental Demands

While performing the duties of this class, the employee is regularly required to use oral and written communication skills; read and interpret data; thoroughly analyze and solve problems; exercise sound judgment in the absence of specific guidelines; use math and mathematical reasoning; establish priorities and work on multiple assignments and projects concurrently; meet intense and changing deadlines given interruptions; and interact appropriately with staff, management, consultants, vendors, contractors, public and private representatives, auditors, and others in the course of work; investigate and resolve discrepancies involving financial and accounting procedures.

WORK ENVIRONMENT

The employee works in office conditions with controlled temperature settings. Occasional driving is required to attend meetings at various City facilities, training and meeting sites, and public and private events.