

REVENUE SERVICES SPECIALIST**DEFINITION:**

Under direction, the Revenue Services Specialist performs difficult and complex clerical and fiscal accounting duties in the areas of licensing, cashiering, accounts receivable billing and collections, utility billing and collections, and citation collections; enforces business license ordinance; processes filming applications; assists in resolving problems; and does other related work as required.

ESSENTIAL JOB FUNCTIONS:

The listed tasks are essential for this journey level position and may include, but are not limited to the following: provide technical information and instruction regarding applicable procedures and methods; answer questions and resolve problems and complaints; maintain various ledgers, registers, journals, and files according to account classifications; research and answer questions regarding status of accounts, the proper coding of transactions and other matters; contact customers regarding returned checks; locate and maintain data on past due accounts and initiate action for collection; audit and maintain files and records; prepare periodic reports; provide functional and technical support in leading work flow in the Revenue Division; perform customer service at counter, write receipts, collect monies and validate receipts; compile check and tabulate statistical and financial data; accept and process licenses and permits; input data, print documents and reports; issue and renew licenses; maintain records, licenses and permits; process orders for initial installation of water service, meters, sewer connections, and changes in billing; process mail and address changes; answer routine correspondence; and prepare periodic management and staff reports under the direction of the Revenue Division Manager. Maintains Resolution of Fees and Business License Tax Resolution. May be required to work shifts, weekends, and/or holidays.

QUALIFICATIONS:

Training and Experience: Requires graduation from high school or GED equivalent and three years of increasingly responsible experience in the maintenance of financial and related statistical records. Direct experience acting in a "lead" capacity in a revenue processing environment is highly desirable. An Associate degree may be substituted for one year of experience. Must have a valid California driver's license at the time employment.

Knowledge, Skills, and Abilities: Requires a thorough knowledge of mathematics principles, financial record keeping and reporting practices and procedures, collection principles, and modern office methods, procedures, and equipment; skill in operating a 10-key calculator, typewriter, personal computer and other office equipment; ability to lift or move up to 25 pounds; train and direct accounting and clerical personnel; communicate effectively orally and in writing; and work cooperatively and effectively with others.

PHYSICAL DEMANDS AND WORK CONDITIONS:

While performing the duties of this job, the employee is frequently required to sit, talk, or listen; occasionally required to walk; use hands to operate, finger, handle or feel objects, office machines; and reach with hands and arms. Must occasionally lift and/or move up to 25 pounds. Specific vision abilities include close vision and the ability to adjust focus. The noise level in the work environment is moderately quiet.