

City of Hermosa Beach

Classification Specification

## **REVENUE SERVICES MANAGER**

### **Job Summary**

Under administrative direction, plans, coordinates, and oversees a variety of City revenue programs, including billing, collections, reporting, and compliance functions. Supports strategic analysis, operational assessments, and compliance initiatives to enhance effectiveness and maintain internal controls. Provides leadership and direction within the Revenue Services Division.

### **Essential Duties**

Plans, manages, and coordinates revenue programs and services, including but not limited to business licensing, accounts receivable, transient occupancy tax, revenue enhancements, parking programs and citations, leases, franchise payments, and central cashiering.

Participates in the administration and oversight of City revenue programs, including billing, collections, reporting, and compliance functions.

Coordinates revenue-related processes to ensure accurate collection, reconciliation, and adherence to internal controls.

Supports financial planning activities through data analysis, report preparation, and evaluation of operational processes.

Participates in the development and implementation of goals, priorities, schedules, objectives, policies, and procedures for the Revenue Division.

Trains, supervises, and evaluates the work of Revenue Services staff.

Provides leadership, direction, and oversight of staff and division operations.

Prepares and directs the preparation of analytical, statistical, and narrative reports and correspondence.

Plans, manages, and completes special projects; assists with budget preparation and implementation.

Prepares staff reports and presentations to City Council, Commissions, and public meetings.

Authorizes check requests and wire transfers and reviews complex accounting transactions and reconciliations.

Assists in compiling financial data and preparing audit materials and supporting documentation.

Supports audit and compliance activities by gathering data, evaluating procedures, and assisting with implementation of recommendations.

Contributes to the development of reports and documentation required for internal, regulatory, and administrative purposes.

Reviews and resolves major customer complaints, identifies issues, and recommends solutions.

Oversees complex and escalated issues and ensures effective resolution.

Performs other related duties and projects as assigned.

## **Qualifications and Guidelines**

### **Education and Experience:**

Any combination of training and experience which would provide the required knowledge and abilities is qualifying. A typical way to obtain this required knowledge would be:

Educational equivalent to graduation from an accredited college or university with a degree in public administration, business administration, accounting or a related field and four years of increasingly responsible experience in government or a comparable business or non-profit organization is required. A master's degree in public administration, business administration, accounting or a related field is desirable.

One year of supervisory experience is required.

**Licenses/Certificates:** Possession of a valid Class C California Driver's License with a safe driving record is required or the ability to get from point to point for meetings and trainings.

## **Supplemental Information**

## **PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Work is performed primarily in a standard office environment with extensive public contact and constant interruptions.

**Physical:** Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; to travel to other locations using various modes of private and commercial transportation; and to verbally communicate to exchange information.

**Vision:** See in the normal visual range with or without correction.

**Hearing:** Hear in the normal audio range with or without correction.

*In accordance with California Government Code Section 3100, incumbents are considered disaster service workers and must be available for call-back during major emergencies or disasters.*

Approved by the Civil Service Board:

Approved by the City Council: