CITY OF BELLINGHAM

JOB DESCRIPTION

JOB TITLE: **Revenue Coordinator** **UNION:231**
SG:5
DEPARTMENT: **Finance** **CS:N**
FLSA:N
EEO4CODE:PR

JOB SUMMARY:

The purpose of this position is to provide direction and oversight to the City's billing and revenue collection functions within the Finance Department. This includes oversight of the customer service functions, utility billing and collection, tax collection and coordinating assigned activities with other divisions and departments.

SUPERVISORY RELATIONSHIP:

Reports to the Financial Systems Manager. Works under general supervision and the guidance of Departmental, City, State and professional regulations, policies, procedures and guidelines. Provides technical guidance and day-to-day direction to finance cashiers, tax representatives and other departmental support positions.

ESSENTIAL FUNCTIONS OF THE JOB:

1. Supervises the City Finance Customer Service Counter by maintaining excellent customer relations with both internal and external customers, establishing effective communication internally and externally and monitoring both current and anticipated customer needs.

2. Oversees and directs the functions of the utility billing section including implementation of rate adjustments, penalty process, meter reading system, providing direction on policy issues, billing customers, assisting the general public with utility billing questions and collecting payments.

3. Oversees and directs the City's cash collection function. Responsible for implementing and monitoring internal control procedures for safeguarding and handling of City funds.

4. Oversees and directs business registration, Business and Occupational tax management and receipting, sales tax compliance and other ancillary licensing revenue streams.

5. Analyzes and assesses the efficiency and effectiveness of cash systems, service delivery methods, service levels and workflow processes and procedures; establishes priorities and goals and researches, develops, recommends to department management and implements modifications to billing, tax and collection programs, policies and procedures as appropriate.

6. Hires utility billing and tax staff, regularly evaluates employee performance, investigates and resolves personnel problems. Assigns work, provides direction, training and assistance with problems encountered by accounting staff. Ensures delivery of quality customer service and compliance with policies and procedures.

7. Coordinates with the Financial Systems Manager to maximize the potential of utility billing software system, identify problems, develop corrective action and implement updates or new software.

8. Serves as the liaison for assigned responsibilities to other divisions and departments; negotiates and resolves sensitive and controversial issues.

9. Responds to and resolves difficult and sensitive citizen inquiries and complaints.

ADDITIONAL WORK PERFORMED:

1. Performs financial analyses and conducts special projects as required.

2. Provides back up to Finance and Tax Representatives as needed.

3. Performs other related work of a similar nature or level.

PERFORMANCE REQUIREMENTS (Knowledge, Skills, and Abilities):

Knowledge of:
- A thorough knowledge of the field of finance and related accounting including legal, technical and organizational aspects.
- Principles and practices of governmental fund and cost accounting, budgeting, auditing, financial reporting and administration as practiced in municipal organizations.
- Operational characteristics, services and activities of a revenue management program including utility billing and collections.
- Principles, practices, and procedures of collection law.
- Strong understanding of cash management principles
- Strong understanding of credit card and e-payment programs and structures
- State law governing municipal finance including reporting requirements and the investment of public funds.

Skill in:
- Leadership and supervisory skills.
- Utilizing a variety of spreadsheet and other computer software for report production.
- Excellent oral communication skills.
- Excellent written communication skills including correct English usage, grammar, spelling, punctuation and vocabulary for producing a variety of reports, analyses and recommendations.
- Highly proficient in use of Microsoft Office products including spreadsheet, word processing and data base management.

Ability to:
- Research, analyze and evaluate new service delivery methods and systems.
- Provide excellent customer service to internal and external customers.
- Effectively select, supervise, train, evaluate, oversee and direct the work of staff.
- Adapt and respond quickly to changes in the work environment, manage competing demands and deal with frequent change, delays or unexpected events.
- Work independently and make decisions within broad guidelines.
- Conduct self with poise and impartiality and appropriately handle angry or upset employees and

customers.
- Multi-task and manage multiple deadlines.
- Work with diverse populations.
- Respond to common inquiries or complaints from personnel, regulatory agencies, or the public.
- Compose, proofread, and edit general correspondence and reports.
- Read, analyze, and interpret journals, financial reports, legal documents, operating and procedure manuals, general business periodicals, professional journals, government regulations, etc.
- Maintain consistent and punctual attendance.
- Ability and willingness to demonstrate the Public Service Competencies of Service Orientation, Results Orientation, and Teamwork and Cooperation.
- Physically perform the essential functions of the job, including:
  - Frequently operate a computer and read a computer screen or typewritten page;
  - Frequently communicate verbally;
  - Move between work sites;
  - Occasionally transport objects up to twenty-five (25) pounds.

WORKING ENVIRONMENT:

Work is performed primarily in an office environment with long periods at a computer workstation. May require extended hours and occasional weekend or evening work, as well as occasional overnight travel to conferences or training events.

EXPERIENCE AND TRAINING REQUIREMENTS:

- Bachelor's degree in accounting, finance, business administration or related field.
- Three years of progressively responsible experience providing customer service in billing, collections, banking or related programs.
- Two years supervisory or management experience leading a customer support team. Strong knowledge of accounting, information systems and spreadsheet/database applications.
- Strong knowledge of cash handling procedures.
- Experience in a governmental environment preferred.
- An equivalent combination of education and experience sufficient to provide the applicant with the knowledge, skills and ability to successfully perform the essential functions of the job will be considered.

NECESSARY SPECIAL REQUIREMENT:

- Employment contingent upon passing a criminal conviction and local background check.
- Must be able to qualify for a fiduciary and/or fidelity bond.

PREPARED BY: J. Carter
A.Sullivan
9/12

REVIEWED BY: _____
John Carter, Finance Director