

CLASS SPECIFICATION
Revenue Bureau Director

FLSA Status: Exempt
Union Representation: Nonrepresented/All Bureau Directors hired after December 31, 2000 are exempt from Civil Service

GENERAL PURPOSE

Under general policy direction, plans, organizes, controls, integrates and evaluates the work of the City's Revenue Bureau, responsible for the City of Portland's business license program, city and county tax revenue programs, utility billing and customer service activities, property liens and assessments, and other codes and programs regulating business and revenue collection; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

This single-position class is responsible for managing, directing and integrating revenue-generating and business regulation programs and activities. Responsibilities are broad in scope, allow for a high degree of program and administrative discretion, and require multiple bureau and jurisdiction and private sector business interrelations. The employee's performance is evaluated in terms of revenue collection, overall program and cost effectiveness, and quality of customer service. The work of this class is performed within broad policy direction established by the City Council and Multnomah County Commissioners, and general policy direction from the City's Chief Administrative Officer (CAO).

ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of the Revenue Bureau; with subordinate managers, develops, implements and monitors work plans to achieve bureau mission, goals and performance measures; directs the development of and monitors performance against the annual bureau budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City, county and bureau goals, objectives and performance measures consistent with the City and county quality and citizen service expectations.
2. Plans, organizes, directs and evaluates the performance of assigned managers and staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; provides compensation and other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract agreements.
3. Works closely with the other managers of the City's Office of Management and Finance in setting and carrying out the City's vision, mission and objectives for the bureau; provides leadership and works with bureau managers to develop and retain highly competent, service-oriented staff through

selection, compensation, training and day-to-day management practices that support the City's and bureau's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employee relations environment.

4. Works with customer bureaus and members of the public to establish excellent customer relations and relationships.
5. Managers and directs through subordinate program managers the business solutions team which will support the existing and implement a new billing system, lead short-term process improvements and provide long-term strategic direction for the bureau's information technology.
6. Directs and manages through subordinate division managers and staff the business license and tax division responsible for the collection of the City of Portland's business licenses and Multnomah County's business income tax, and Multnomah County's Personal Income Tax. Direct through subordinate managers the processing of tax returns, and the collection of non-filers and delinquent accounts, researching and discovering new accounts.
7. Directs and manages through subordinate division manager the utilities customer services division responsible for the billing collections and customer service functions for the City's water and sewer customers.
8. Serves as a member of the Office of Management and Finance (OMF) Leadership Team and participates in OMF wide initiatives of equal employment strategies and annual budget development process.
9. Advises the CAO on a wide variety of City and process issues related to the service provided by the bureau,
10. Represents the bureau to the Commissioner-in-Charge and City Council.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles and practices of public administration, including budgeting, financial planning, revenue generation and collections, human resources development, supervising and managing a diverse workforce, purchasing, and maintenance of public records.
2. Applicable federal, state and local laws, regulations and court decisions.
3. Municipal government functions and associated management, financial and public policy issues.
4. Research methods and analysis techniques.
5. Principles and practices of effective business communications.
6. Principles and practices of effective management and supervision.
7. Principals of quality customer service and customer relationship management.

8. Principals and practices of computer-based financial management, collections and accounting systems.

Ability to:

1. Plan, organize, direct and integrate the operations of a complex revenue collection organization, including customer service, tax collection, utility billing revenue collections and regulatory functions.
2. Analyze situations and data and make sound recommendations on complex management and administrative issues.
3. Present proposals and recommendations clearly, logically and persuasively in public meetings.
4. Exercise sound, expert independent judgment within broad general policy guidelines.
5. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
6. Establish and maintain effective working relationships with elected officials, all levels of City management, consultants, contractors, employees, citizen groups, labor unions, media representatives and the public.

Training and Experience:

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from a four-year college or university with a major in finance, public or business administration, or a closely related field; and at least ten years of progressively responsible executive or management experience in the administration of a municipal business licensing, taxation, revenue collection, regulation or closely related function; or an equivalent combination of training and experience.

PHYSICAL AND MENTAL DEMANDS

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

Class History:

Adopted: 10-12-05

June 2009 - Change Job Class number from 7014 to 30000413, due to system change.