

CLASS SPECIFICATION
Revenue Bureau Operations Manager

FLSA Status: Exempt
Union Representation: Nonrepresented/Incumbents hired after January 4, 2008 are exempt from Civil Service (Ordinance 181459)

GENERAL PURPOSE

Under general direction, plans, organizes, and manages the work of staff engaged in providing financial planning and reporting, accounting, auditing, collections, and other business services in support of the City's Revenue Bureau management and staff; provides leadership to the management team in reviewing general operation, policy, development and strategic changes of the bureau; and performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS

Revenue Bureau Operations Manager plans, organizes and manages the work of staff providing a variety of finance, accounting, payroll, auditing, receipting, collections and other business and administrative support services to the Revenue Bureau. The incumbent advises bureau management on the issues, scope and appropriate resolution of complex financial, billing and auditing problems. They research, develop and implement operational policies and procedures for bureau administrative functions and may oversee a variety of bureau-specific business and administrative processes. Responsibilities and assignments are complex, and require a thorough understanding of City and bureau policies, practices and procedures as well as an understanding of business licensing and regulation, revenue collection and utility billing policies and practices. The incumbent has significant accountability and decision-making authority.

Revenue Bureau Operations Manager is distinguished from other Business Operations Managers in that incumbent serves as top financial and administrative manager for the Revenue Bureau and requires knowledge of business licensing and regulation, revenue collection and utility billing policies and practices.

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 assigned division; with subordinate supervisors, 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 and division budget; manages and directs the development, implementation and evaluation of work programs, plans, processes, systems and procedures to achieve City and bureau goals, objectives and performance measures consistent with the City's quality and citizen service expectations.

2. Plans, organizes, directs and evaluates the performance of assigned supervisors 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. Provides leadership and works with supervisors 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. In coordination with OMF Business Operations financial staff, participates in preparation of the bureau's operating and capital budgets, and annual and multi-year financial plans and revenue forecasts.
5. In accordance with OMF policies, develops bureau operational and administrative policies; supervises and participates in studies of bureau operations and administrative processes; identifies process, productivity and cost improvements; recommends changes to improve productivity and service while reducing costs.
6. Provides high-level executive and policy support to assist the Bureau Director in planning, directing, monitoring and evaluating programs and initiatives to achieve bureau mission, goals and performance measures; participates in and consultatively manages development, recommendation and implementation plans, policies, systems and procedures applicable to areas of responsibility.
7. Represents the Director in that individual's absence; represents the bureau on various commissions, committees, and boards related to bureau activities.
8. Analyzes legislative and complex issues with potentially impact on bureau programs, operations and revenue streams; formulates action plans to address identified issues; participates in bureau strategic planning processes and develops action plans to execute strategies related to operational areas.
9. Supervise and participate in a variety of bureau specific functions, manages customer service and support activities, and employment transaction processing.
10. In collaboration with the Human Resources Site Team Coordinator and OMF Business Operations, assists with bureau human resources functions and delivery of human resources services to meet bureau needs; including point of contact for training, investigative, grievance handling and labor relations issues.
11. In coordination with the bureau of technology services, assists in the administration and coordination of delivery of information technology services to support bureau operational requirements.

12. Support the bureau director in planning, developing and implementing a variety of special programs and projects; performs assignments on behalf of the director.

MINIMUM QUALIFICATIONS

Knowledge of:

1. Principles and practices of public administration, including human resource management, purchasing, contracting and maintenance of public records.
2. Principles, practices, methods and techniques of financial analysis and forecasting.
3. Principles, practices and methods of municipal and utility budget development and management.
4. Practices and procedures of enterprise and governmental accounting, including cost and project accounting and methods of financial control and reporting.
5. Laws, rules, policies and procedures relating to business licensing and regulations, revenue collections, and utility billing.
6. Project management and internal control principles and practices.
7. Research methods and statistical and financial analysis techniques.
8. Principles and practices of computer-based financial and accounting systems.
9. Principles and practices of effective management and supervision.
10. Human resources and collective bargaining principles typical of public sector organizations.

Ability to:

1. Plan, organize, manage and direct a variety of complex work programs, bureau operations programs and activities.
2. Analyze, evaluate and make sound recommendations on complex financial data and operations.
3. Assist in the definition of complex financing issues, perform difficult and complex analysis and research, evaluate alternatives and develop sound conclusions and recommendations.
4. Solve complex problems.
5. Present proposals and recommendations clearly, logically and persuasively in public meetings.
6. Represent the City and bureau effectively on a variety of issues; negotiate effectively on behalf of the City and the bureau.

7. Prepare clear, concise and comprehensive reports, correspondence, summary of findings, and other written materials.
8. Exercise sound, expert independent judgment within general policy guidelines.
9. Exercise tact and diplomacy in dealing with sensitive, complex and confidential issues and situations.
10. Establish and maintain effective working relationships with all levels of City and bureau management, other governmental agencies, employees, media representatives and others encountered in the course of work.

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 public or business administration, finance or a closely related field; and at least five years of progressively responsible finance, budgeting and administrative experience, at least two years of which were at a supervisory or managerial level in a revenue collection, business regulation, or utility billing operation; or an equivalent combination of training and experience. Experience in a public agency is preferred.

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: 11-9-05

June 2009 - Change Job Class number from 7114 to 30000443, due to system change.