

**CITY OF GLENDALE**

**TITLE: Revenue Recovery Supervisor CLASS CODE: 337**

**REPORTS TO: Revenue Administrator GRADE: 26**

**DEPARTMENT: Finance FLSA: E**

**JOB SPECIFICATION DATE: July 1, 2005 bwg**

**JOB SUMMARY:**

Plans, organizes and supervises the activities and staff in the collection of delinquent sales tax, water bills, property damage claims, retiree insurance, NSF checks and miscellaneous billing.

**ESSENTIAL FUNCTIONS:**

1. Plans, organizes and supervises the activity and staff involved in collecting delinquent accounts.
2. Researches and analyzes accounts to determine validity of the Account Receivable; reviews delinquent accounts for errors and corrects and coordinates water disconnect activity.
3. Interprets laws, ordinances, and regulations relating to City revenue collections and explains code to delinquent tax and water customers.
4. Establishes schedule and methods for the Revenue Collection section.
5. Ensures compliance with Fair Debt Collection Act.
6. Monitors records of payments and other receivables to determine and resolve delinquencies and discrepancies.
7. Researches and analyzes collection statistics for the City Management Team.
8. Recommends, reviews, and approve liens and payment agreements.
9. Directs and coordinates the preparation of all operational reports.
10. Coordinates collection activity with the City Attorney and City Prosecutor for all City departments.
11. Explains licensing and tax requirements to the public.
12. Approves the write off of accounts.
13. Completes research and special projects.

**SECONDARY FUNCTIONS:**

14. Performs other related duties as assigned.
15. May fill in for Revenue Administrator in his/her absence.

**KNOWLEDGE, SKILLS, ABILITIES:**

**Knowledge of:**

Basic accounting principles and practices, financial record keeping and reporting.  
The laws, ordinances, City codes and policy regarding revenue collection.  
The principles of supervision, training and performance appraisal.  
Proper collection techniques and practices.  
The types of businesses operating in the City.

**Ability to:**

Interpret and apply laws, ordinances, codes and City policies regarding revenue collection.  
Organize, direct and coordinate a revenue collection program.  
Identify new businesses subject to taxation.  
Develop and monitor a customer service focused revenue collection system.  
Research and resolve procedural and operational problems and complaints. Understand and utilize computer applications.  
Prepare accurate and concise analytical reports.  
Effectively communicate both orally and in writing.

**WORKING CONDITIONS:**

Office setting. May occasionally direct difficult collection efforts outside the office.

**MINIMUM QUALIFICATIONS:**

Requires a Bachelor's Degree in Accounting Public Administration, Business Law or related field and three years experience in an accounting, auditing, licensing or tax function and two years supervisory experience, or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Direct experience in revenue recovery and CPA or CMA preferred.

**SPECIAL REQUIREMENTS:**

None.