



JULY 2016
FLSA: EXEMPT

REVENUE AND CLAIMS MANAGER

DEFINITION

Under general direction, plans, organizes, directs, and supervises the revenue and claims functions in the Finance Department; coordinates activities with other functions/divisions/departments, internal and external customers, and other stakeholders; performs advanced level, professional accounting work, financial analysis, and financial reporting; provides professional support to other Finance staff; performs other work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Finance manager. Provides technical direction and supervision to accounting support staff.

CLASS CHARACTERISTICS

The Claims and Revenue Manager exercises independent judgement in the management of staff and assignments, within general guidelines and professional and administrative standards. This classification is distinguished from the Accountant in that the Claims and Revenue Manager has overall responsibility for the revenue and claims functions. It is further distinguished from Finance and Budget Manager in that the latter is responsible for the City's entire budget development process and other highly complex finance functions.

EXAMPLES OF TYPICAL JOB FUNCTIONS (ILLUSTRATIVE ONLY)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Oversees the City's revenue function and ensures that taxes and fees for service are managed in a sustainable manner; oversees the insurance claims function and ensures that claims are processed in a timely manner and in adherence to rules and regulations and the policies and procedures of the City's insurance pool.
- Participates in developing, planning and implementing goals and objectives for assigned functions; recommends and administers policies and procedures.
- Coordinates assigned activities with those of other departments and outside agencies and organizations; provides staff assistance to the Finance Director; prepares and presents staff reports and other necessary correspondence and reports.
- Directs, oversees and participates in the development of the assigned areas' work plans; manages work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Selects, trains, motivates and evaluates personnel; provides or coordinates staff training; conducts performance evaluations; implements discipline procedures; maintains discipline and high standards necessary for the efficient and professional operation of the Department.
- Supervises the business license process and ensures compliance with City ordinances; interacts with the public to answer questions and resolve complaints; and reconciles payments received.

- Recommends and coordinates the response to and settlement of claims filed against the City; works with Finance Director, City Attorney, and third-party administrator; visits incident sites; represents the City in court mandates settlement conferences and trials and on the insurance pool's safety and loss committee.
- Oversees the City's DMV Pull Notice Program.
- Maintains and updates the City's infrastructure and fixed asset valuation and computer program; prepares associated CAFR report pages.
- Interprets various City tax ordinances to answer questions on compliance; works with non-complaint parties to facilitate compliance; prepares compliance certificates; and reviews quarterly tax returns.
- Coordinates the update of the City's master fee schedule and prepares staff reports and resolutions for City Council consideration.
- Works with a variety of agencies, outside parties, stakeholders, and the general public regarding various City services, rates of fees for service, and other programs and activities.
- Represents the department to outside groups and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.
- Researches, prepares and/or directs the development of technical and administrative reports and studies; prepares written material as necessary.
- Ensures City is complying with any new or revised accounting standards.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of

- Principles and practices of general and municipal accounting, financial reporting, and budgeting.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures including California government, financial and revenue and taxation codes, rules and regulations including those governing banking and the collection of debt service assessments.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Organization and management practices as applied to the development, analysis, and evaluation of financial services programs, policies, and operational needs.
- Practices of researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- General principles of risk management related to the functions of the assigned area.
- Recent and on-going developments, current literature, and sources of information related to assigned programs and services.
- Modern office practices, methods, including computer equipment and specialized software programs relevant to work performed.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies and various business, professional, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to

- Recommend and implement goals, objectives, and practices for providing effective fiscal and accounting programs, projects, and services.
- Organize, manage, implement, and maintain efficient and effective revenue and claims programs.

- Undertake complex financial and accounting analyses, studies and projects.
- Prepare clear, comprehensive and concise accounting, financial and statistical reports.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Analyze, interpret, summarize, and present administrative and technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software programs relevant to work performed.
- Use tact, initiative, prudence, and independent judgment within general policy and legal guidelines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

EDUCATION AND EXPERIENCE

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

- Equivalent to graduation from an accredited college or university with a bachelor's degree in business administration, accounting, public administration, or a related field.
- Four (4) years of progressively responsible professional accounting and finance experience including two (2) years of supervisory and administrative experience. Public agency experience is highly desirable.

LICENSES AND CERTIFICATIONS

Possession and maintenance of a Certified Public Accountant (CPA) license and/or a Certified Public Finance Officer (CPFO) certificate are desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various City and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.