



Job Code: 0080  
FLSA: E  
Unit: MGMT  
Revised:

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## REVENUE MANAGER

### DEFINITION

Manages the staff and daily operation of the utility billing operation, including performing responsible tasks associated with utility billing and related accounting work.

### SUPERVISION RECEIVED/EXERCISED

Receives general supervision from the Financial Services Manager/Treasury. Exercises direct supervisory responsibility over Utility Billing staff.

### TYPICAL DUTIES

1. Oversees operations and staff in the revenue section of the Treasury Division; supervises utility billing (water/sewer), meter reading, central cashiering and business license taxation. Recommends and implements policies and procedures for effective revenue collection and service delivery.
2. Leads, develops, motivates, provides technical support, trains, evaluates and recognizes staff performance. Resolves operational and personnel problems.
3. Performs professional, technical, analytical and reconciliation work in the area of revenues and receivables, including but not limited to water and sewer billing, business license taxes, hotel taxes, sales taxes, developments fees, etc. Prepares and manages the revenue section's expenditure budget and develops and maintains forecasting models for revenue and cash flow and for long-term fiscal forecasting.
4. Responds to complaints and requests for information. Builds and maintains positive working relationships with coworkers, other city employees and the public. Strives to continually evaluate and enhance customer service goals and objectives.
5. Serves as a resource for city staff in resolving problems related to revenue, billing and collections. Pursues collection procedures including representing the city in small claims court, performing post-judgment collections work and arranging mutually agreeable payment schedules on delinquent accounts. Seeks compliance with city codes and win/win solutions.
6. Collects and interprets statistical and economic data; prepares reports; makes presentations.
7. Conducts occasional internal or field audits to ensure full receipt of revenues from other sources and timely internal financial transactions; performs costs analyses and rate studies; assists other departments in developing and recommending appropriate fee levels and overhead charges for various city services.
8. Develops, implements and maintains internal control systems and procedures for revenue billings and collections, cash handling, credit card processing and cashiering for the revenue section and other city departments.

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8. Works with Accounting Division staff to ensure integration of information into the general ledger; balances subsidiary ledger activity reports to the general ledger; assists in resolving cash management, revenue and banking coordination issues.
9. Assists in the preparation of financial reports for other government agencies, such as the State Controller's Report and State-Mandated Cost Claims; prepares worksheets and schedules for external auditors.

**Knowledge of:**

1. Billing procedures.
2. Bookkeeping principles and procedures.
3. Principles and techniques used in supervision, training, and performance evaluations.
4. Current innovations in governmental revenue management and customer service.
5. State legislation; city codes, policies and procedures relating to revenue, taxation and water/sewer operations.

**Ability to:**

1. Explain policies, procedures, city codes and operations to other city staff and the general public.
2. Maintain awareness of legislative and legal developments and evaluate impact on current and future city revenues.
3. Evaluate and recommend changes to operations as needed.
4. Establish and maintain effective working relationships and provide outstanding customer service.

**Skill to:**

1. Establish and maintain efficient reading routes and schedules.
2. Analyze utility billing operation and recommend improvements.
3. Supervise and maintain appropriate financial records.
4. Write and speak clearly.

**Education and Experience:**

Any equivalent combination of training and experience that would provide the knowledge, skills and abilities required to perform the essential duties of the job. A typical way to accomplish this includes:

A Bachelor's Degree from an accredited college or university in Business Administration, Accounting, Economics or a related field and four years of responsible experience in revenue collection, budgeting, auditing or financial analysis; including two years of supervision. Experience in governmental revenue collection is desirable.

**License:**

Possession of a valid Class C California driver's license