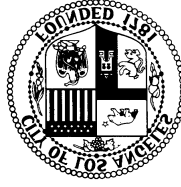


THE CITY OF LOS ANGELES



CIVIL SERVICE COMMISSION

CLASS SPECIFICATION

06-11-99

REVENUE MANAGER, 1620

Summary of Duties: Plans, directs and coordinates a City-wide program to collect revenue; directs a staff of professional and clerical employees engaged in collections work; develops a management reporting system to report, account for and project collections; applies sound supervisory principles and techniques in building and maintaining an effective workforce; and does related work.

Distinguishing Features: A Revenue Manager is responsible for revenue collection activities on a City-wide basis, and functions as a key policy advisor on the City's collection activities. This work requires a cooperative effort in working with all City departments to determine their collection problems and ways to make effective collections. An employee in this class works with a minimum of supervision and exercises considerable independent judgement. Assignments are given in terms of broad objectives and work is evaluated in terms of results attained.

It is anticipated that the position of Revenue Manager will be filled exempt from the Civil Service under the provisions of Charter Section 111.

An incumbent in the class of Revenue Manager, as bonafide supervisors, is responsible for performing the full range of supervisory activities, including the application of discipline, processing and resolution of grievances, and evaluation of performance.

Examples of Duties: A Revenue Manager:

- Develops, reviews and interprets standardized collection policies and procedures;
- Evaluates existing billing and collections systems for system compatibility and effectiveness and provides recommendations for improvement;
- Establishes and implements investigative methods and procedures to gather pertinent data for the collection of delinquent accounts;
- Reviews the City's process for writing off bad debt and provides recommendations for making this process more efficient;
- Prepares regular, narrative and statistical reports of collection activities for the Mayor and Council;
- Directs and coordinates the work of the collection section and evaluates the work performance of subordinates;
- Reviews and analyzes legislation as it relates to the collection program;
- Represents the collections unit in contact with City departments, the general public and elected officials;
- Reviews the best practices of both public and private sector billing and collections processes and recommends modifications to improve billing and collections efforts City-wide;
- Makes recommendations on the feasibility of contracting out collection activities;
- Coordinates the provision of technical assistance to operating departments to facilitate the development and implementation of new or improved departmental billing and collection systems;
- Manages special projects or other requests as assigned by management, other departments, elected

- officials or other requesters;
- Applies job-related criteria in selecting, orienting, assigning, training, counseling, evaluating, and disciplining subordinates.

May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: A Revenue Manager must have the following knowledges and abilities:

Knowledge of:

- Principles, practices and methods of billing and collection systems;
- Laws, rules and regulations governing the collection of delinquent accounts;
- Uses, capability and application of computer-based billing and collection systems;
- Computer-based financial analysis software and spreadsheet applications;
- Preparation and presentation of cases in Small Claims Court, skip tracing, and extra-judicial proceedings, such as filing liens and attachments;
- City policies, procedures and practices on the collection of overdue accounts;
- Efficient office management practices and procedures;
- Supervisory principles and practices, including planning, delegating and controlling the work of subordinates;
- Techniques of training, instructing and evaluating subordinate's work performance;
- City personnel rules, policies and procedures, and grievance handling procedures.

The ability to:

- Coordinate revenue collection programs of all City departments;
- Develop and implement effective collection policies and procedures on a City-wide basis;
- Communicate program and technology needs and solutions to management and the City Council;
- Analyze situations accurately and adopt an effective course of action;
- Prepare and present oral and written reports and recommendations concisely, completely, logically and convincingly;
- Handle the pressure of tight deadlines and frequently changing priorities;
- Efficiently use personal computers to generate reports, financial spreadsheets and records;
- Deal tactfully and effectively with management, subordinates, and other departments on collection activities;
- Establish and maintain a work environment to enhance both employee morale and productivity.

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 the disability, and the ability of the hiring department to reasonably accommodate the limitations.

Minimum Requirements: Graduation from a recognized four-year college or university, with a specialization in accounting, finance, business administration, public administration or a related field, and five years of full-time paid professional experience collecting delinquent payments, including three years of experience managing or supervising a collections unit.

Experience in field collection work, preparation and presentation of cases in Small Claims Court including skip tracing and extra judicial proceeding such as filing liens and attachments, and the use and capabilities of computer-based billing and collections systems is especially desired.

License: A valid California driver's license may be required.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory, and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.