



## City of Irving Job Description

### Revenue Collections Manager

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<b>FLSA Status:</b>	EXEMPT	<b>Job Department:</b>	Water Utilities
<b>Job Code:</b>	G021	<b>Reports To (Job Title):</b>	Utility Business Controller

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#### PURPOSE

The primary role of this position is to provide direct administrative, operational, and financial supervision regarding all operations and personnel of the Customer Service Division of the Water Utilities Department.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.\*

- Oversee optimum collection and auditing of funds for water, wastewater, sanitation, and recycling services, drainage, utility franchise fees, energy charges, and park and animal shelter donations.
- Supervise and oversee all division staff, including assigning work, evaluating performance, and managing schedules and leave.
- Monitor and evaluate the quality, responsiveness, efficiency and effectiveness of the collections process; solicit and review feedback from customers regarding service levels; implement improvements in customer service.
- Prepare account reconciliations for utility billing accounts; review and reconcile discrepancies between deposit, billing system and monthly closing.
- Audit and reconcile collected funds, which includes preparing reports and resolving issues; oversee cash management and depository of funds for all monies collected by Customer Service.
- Review outstanding balances for all multifamily properties, and initiate appropriate action regarding collection of these balances; analyze and reconcile dwelling unit data maintained in database with data in DCAD records.
- Analyze statistics and compile and distribute reports on division activities; prepare monthly reports and other financial reports as necessary.
- Assist in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for budgeting; and, monitor expenditures.
- Participate in the development, planning, and implementation of departmental goals and objectives; recommend and administer policies and procedures as appropriate.
- Develop and implement new work systems and procedures to facilitate business operations and delivery of customer service; recommend opportunities for improving service delivery methods and procedures.
- Conduct benchmarking survey and analysis of the cost of service as it relates to fees assessed in Chapter 52; determine fee alignment with cost of providing specific services; prepare ordinance for revisions to rates and fees; coordinate with Information Technology and Utility Billing to update, test, and implement new rates and alignment fees in billing system.
- Create annual calendar each year to include all activities in Customer Service Division.
- Ensure residential deposits are made to all customers and write-off all accounts with balances on inactive accounts that are greater than 365 days old per Customer Service calendar schedule.

- Record water and sewer sales for all dates of service in the prior fiscal year to determine accrual amounts to be reported to Financial Services; gather data and assist in the preparation of documents needed to support the sale of revenue bonds.
- Coordinate the program to log all payments accepted and create specialized reports as needed; facilitate all activities of this collaborative effort between Information Technology and Customer Service Division.
- Direct daily processing of deposits for the entire City of Irving; ensure all processes comply with operating policy bank regulations and risk management practices; oversee daily cashing, balancing, vault operations and deposits for the Customer Service Division.
- Implement and monitor a quality assurance program and related reporting created for evaluating and monitoring telephone calls to Customer Service ACD (automated call distribution) line.

## **OTHER DUTIES AND RESPONSIBILITIES**

- Provide functional oversight of a city-wide, self-paced, skill-driven Customer Service training program called “The Telephone Doctor” by administering the DVDs and workbooks; ensure employees receive a training certificate and that Human Resources (HR) is notified to update transcripts after program completion.

## **SUPERVISORY RESPONSIBILITIES**

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 15 employees.

## **FINANCIAL / BUDGETARY RESPONSIBILITY**

Develop and administer a budget of approximately \$1.3 million annually; Oversee cash management and depository of funds for all monies collected by Customer Service; Supervise and recommend budget for division operation; Assist in the development and administration of division budget; provide Contract administration for the section (such as Collection Agency, alternative payment centers, remittance processing, and additional contracts as needed); prepare account reconciliation for municipal service accounts; review and reconcile problems between deposit, billing system, and monthly closing report; oversee vault operations, which incorporates all monies collected by all departments.

## **QUALIFICATIONS:**

The requirements listed below are representative of the knowledge, skill, and/or ability required.\*

### **EDUCATION**

- A Bachelor’s degree from an accredited four year college or university in accounting, finance, or another relevant field of study.

### **EXPERIENCE**

- At least three (3) years of related experience, including one (1) year of supervisory experience.

## **CERTIFICATES, LICENSES, REGISTRATIONS**

- Valid, Texas Driver's license, or the ability to obtain one, is required.

## **KNOWLEDGE OF**

- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative / Clerical procedures and systems, such as word processing systems, as well as filing and records management systems.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.

## **SKILLS AND ABILITIES IN**

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Mechanical/Technical: Safely operating diverse office equipment, including computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Typing: Accurately entering information using a computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Written Expression: Communicating information and ideas in writing so others will understand, which includes routine reports and correspondence.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.

## **GUIDANCE RECEIVED**

### **Priorities and Policies**

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

## **CONTACTS**

Payment Processor (Paymentus); Collection Agency (Credit Systems International); Alternative payment locations (Western Union, ACE Cash Express, Fiesta Mart), AudioTel RemitPlus; Tele-Works; Opex; Harris Computers (Systems & Software); PMAM; Comco Systems; and, Bank of America.

## **EQUIPMENT AND PROPERTY**

Personal computer, calculator, fax machine, copiers, telephone, mailroom automation equipment, payment processing/scanner, cash handling equipment. Position may have occasion to utilize a city vehicle.

## **PHYSICAL DEMANDS**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.\*

The employee constantly is required to grasp, handle, feel, and/or listen. Frequently, s/he is required to carry, drive a vehicle, lift up to 10 pounds, pull, push, reach, see, talk, and/or walk. S/he occasionally must kneel, sit, stand, and/or stoop.

## **WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.\*

The noise level in the work environment is usually moderate.

\* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**Note:** A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.