

**MAJOR FUNCTION**

This is supervisory, administrative, and revenue receipt work assisting in directing the activities of the Cash Receipts operation or the drive-through facility. The incumbent is responsible for the activities of employees and daily operations of a utility payment processing operation or facility, rotating supervisory duties between facilities or operations. The incumbent works under the general direction of the Supervisor-Customer Accounts; however, the incumbent is expected to exercise independent judgment and discretion in performing assignments. Work is reviewed through analysis of reports, observations, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Supervises the activities of the walk-up or the drive-through utility payment processing facility. Assists in the selection, evaluation, and training of employees, rotating supervisory responsibilities between facilities. Plans, directs, and coordinates work schedules, including review and/or inspection of the work of subordinates. Safeguards, maintains, and balances petty cash fund. Supervises and assists in processing and recording all walk-up or drive-through revenue from customers paying in person and utility payments which are received through the mail. Reports all revenues deposited to Management and Administration Department on a daily basis. Assists in the reviewing and enforcement of internal controls on cash receipts. Prepares revenues for deposit into banks. Prepares cash reports for revenues received. Maintains worksheets for receivables and researches to determine proper accounting of revenues. Records payments for energy loans, utility taxes, airport collections, StarMetro, gas utilities, water fees, recreational planning, demolition's, taxes, grants, insurance settlements, and other miscellaneous revenues. Recommends the selection, advancement, grievance resolution, discipline or discharge for assigned staff. Conducts performance evaluations and recommends the approval or disapproval of merit raises. Performs related work as required.

**Other Important Duties**

Assists other employees in their duties and responsibilities to facilitate effective and efficient operation. Assists with returned check processing, mail payments, parking ticket payments, revenue collected by other departments, and any other functions of the section that must be covered during peak demands or staff shortages. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Considerable knowledge of modern office procedures, practices, and equipment. Considerable knowledge of pertinent laws, ordinances, rules, and departmental policies and procedures. Considerable knowledge of the principles of automated on-line data processing as related to collecting, controlling, depositing, and safeguarding procedures involving cash receipts control. Knowledge in the application of accounting and financial principles. Ability to plan, organize, and supervise the work of subordinate personnel. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to carry out complex oral and/or written instructions and to express oneself clearly and concisely, both orally and in writing. Ability to assist in the installation of management systems, forms, and procedures. Skill in the use of microcomputer applications used by the City that are necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, accounting, public relations, or a related field and two years of experience in utility billing, or cash receipts, or accounting, or staff, or administrative experience; or an equivalent combination of training and experience.

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10-08-03\*  
07-13-09\*