



**Code: 0167**

Family: Accounting and Finance

Service: Administrative

Group: Clerical, Accounting, and General Office

Series: Accounting and Finance

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## **CLASS TITLE: MANAGER OF REVENUE COLLECTIONS**

### **CHARACTERISTICS OF THE CLASS**

Under direction, functions at the managerial level directing the activities of a billing and revenue collection operation for a City department, and performs related duties as required

### **ESSENTIAL DUTIES**

- Directs the work of supervisory staff overseeing the processing of payments for City services, licenses and permits, tickets, fines, and warrants and the recording and financial reporting of collected and outstanding revenue
- Develops and implements policies and procedures in order to maximize the effectiveness of billing and collection operations
- Interprets billing and collection policies and related ordinances to staff and the general public
- Directs the development and implementation of computerized billing and collection systems to improve information management and reporting
- Serves as liaison to private vendors responsible for developing, modifying, and maintaining billing and collection systems
- Directs supervisory staff in resolving billing and collection discrepancies
- Directs the compilation of statistical data and the preparation of reports on collection efforts
- Reviews and approves the accuracy of revenue collection reports prepared by unit supervisors
- Develops job standards and conducts performance evaluations for supervisory staff
- Coordinates training for billing and collections staff
- Prepares the unit's annual budget

**NOTE:** *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

### **MINIMUM QUALIFICATIONS**

#### **Education, Training, and Experience**

- Graduation from an accredited college or university with a Bachelor's degree, plus four (4) years of accounts receivable administration or collections experience of which one (1) year is in a supervisory role related to the responsibilities of the position, or an equivalent combination of education, training and experience, provided that the minimum degree requirement is met

#### **Licensure, Certification, or Other Qualifications**

- None

### **WORKING CONDITIONS**

- General office environment

### **EQUIPMENT**

- Standard office equipment (e.g., telephone, printer, photocopier)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

- Cash register
- Telecheck machine

**PHYSICAL REQUIREMENTS**

- No specific requirements

**KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS****Knowledge**

Considerable knowledge of:

- City tax ordinances and requirements
- City business license ordinances and fee requirements

Some knowledge of:

- applicable federal, state, and local laws, regulations, and guidelines
- applicable financial analysis principles, methods, practices, and procedures
- generally accepted auditing principles, methods, practices, and procedures
- \*management and supervisory methods, practices, and procedures
- training practices and procedures
- revenue security methods, practices, and procedures
- \*customer service techniques

Knowledge of applicable City and department ordinances, policies, procedures, rules, regulations, and ordinances

**Skills**

- \*ACTIVE LEARNING - Understand the implications of new information for both current and future problem-solving and decision-making
- \*ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- \*CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- LEARNING STRATEGIES - Select and use training/instructional methods and procedures appropriate for the situation when learning or teaching new things
- \*MONITORING - Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action
- \*COMPLEX PROBLEM SOLVING - Identify complex problems and review related information to develop and evaluate options and implement solutions
- \*MANAGEMENT OF PERSONNEL RESOURCES - Motivate, develop, and direct people as they work and identify the best people for the job
- \*COORDINATION WITH OTHERS - Adjust actions in relation to others' actions
- INSTRUCTING - Teach others how to do something
- NEGOTIATION – Bring others together and trying to reconcile differences
- PERSUASION – Persuade others to change their minds or behavior

- SOCIAL PERCEPTIVENESS – Demonstrate awareness of others’ reactions and understand why they react as they do
- \*JUDGMENT AND DECISION MAKING - Consider the relative costs and benefits of potential actions to choose the most appropriate one

**Abilities**

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense

**Other Work Requirements**

- INITIATIVE - Demonstrate willingness to take on job challenges
- LEADERSHIP - Demonstrate willingness to lead, take charge, and offer opinions and direction
- ADAPTABILITY/FLEXIBILITY - Be open to change (positive or negative) and to considerable variety in the workplace
- DEPENDABILITY - Demonstrate reliability, responsibility, and dependability and fulfill obligations
- ATTENTION TO DETAIL - Pay careful attention to detail and thoroughness in completing work tasks

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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City’s Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

\* May be required at entry.

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City of Chicago  
Department of Human Resources  
February, 2023