



## **Revenue Specialist**

Salary Range: G/133

### **DEFINITION**

To perform office and field work involving the collection, inspection, investigation, and compliance with the Town Municipal Code, ordinances, and state and local regulations; to ensure efficient and effective enforcement of and compliance with Transient Occupancy Tax (TOT), Tourism Business Improvement District tax (TBID), and business certification requirements. To perform journey-level accounting and/or clerical work involved in the maintenance of financial or statistical records in an accounting system.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from Revenue Accountant and indirect supervision from the Finance Director or Administrative Services Director and works in the Finance Department.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

Duties may include, but are not limited to:

- Provide an exceptional level of customer service face-to-face, over the phone, and via email in regards to answering general questions and assisting customers with filing business tax certificates and/or remitting TOT/TBID.
- Facilitate the opening and closing of customer accounts; maintain various ledgers, registers, and journals according to established account classifications.
- Receive and respond to complaints regarding illegal transient rentals, illegal businesses, and non-remittance of taxes and fees.
- Answer public inquiries via the TOT Hotline, mail, and email as well as at the front counter regarding TOT, TBID, and Business Tax Certificate requirements.
- Implement a public information program related to TOT and TBID requirements and the associated benefits to the community.
- Manage and improve the TOT, TBID, and Business Tax Certification enforcement and revenue collection programs and processes.
- Investigate possible violations; field work/photograph evidence; use websites and technology to identify violations; compose letters; issue notices of violation, infraction, and/or misdemeanor citations for non-compliance; perform follow-up investigations to

ensure compliance; develop and maintain accurate and complete case files in accounting systems.

- Track compliance and enforcement efforts in subsidiary registers and accounting system; ensure accurate revenue is recorded in general ledger accounts.
- Prepare tax assessments and assist with assessment hearings when required.
- Perform audits of compliance and schedule financial audits on a regular basis. Audits may include onsite work at certified places of business.
- Maintain pertinent information and forms on the Town's Finance webpages.
- Provide defined reports to supervisors and others on a monthly basis, or as needed.
- Organize and attend meetings. Provide administrative support to the TOT committee including preparing meeting agendas, minutes, and supplemental information.
- Participate in the preparation of accounts payable transactions for reimbursement due to overpayment of required taxes and fees.
- Prepare monthly invoices and related correspondence for the issuance of delinquent notices.
- Receive payments for various taxes, user fees, and other revenues received through the mail, over the counter, and through the online payment system. Post payments received to appropriate accounts.
- Prepare Business Tax Certificate and TOT renewal notices; maintain and update records relating to certification of businesses.
- Manage front counter duties, including cashier and reception duties when assigned.
- Perform related duties and execute special projects as assigned.

## **QUALIFICATIONS**

### Knowledge of:

- Terminology used in financial record keeping.
- Basic accounting and mathematical principles.
- Code compliance procedures.
- Zoning and Finance ordinances.

### Ability to:

- Interact with the public in a professional manner while providing accurate information and resolving customer inquiries.

- Multitask while delivering exceptional service to internal as well as external customers.
- Establish and maintain effective working relationships with those contacted in the course of operations.
- Follow Town policies and procedures.
- Read, interpret, understand, and effectively communicate the requirements of the Town's Municipal Code, regulations, and policies.
- Plan, organize, and schedule.
- Communicate clearly and concisely, both orally and in writing.
- Maintain financial and statistical records.
- Perform varied clerical work.
- Understand, learn, and utilize computer hardware/software to streamline daily activities
- Operate a motor vehicle.
- Prepare routine reports and presentations.
- Understand and carry out oral and written directions.

Experience and Training:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education

High school diploma or GED supplemented by specialized training/education in accounting, code compliance or a related field. A Bachelor's degree in a related field such as Accounting, Mathematics, Finance, or Public Administration is preferred.

Experience:

Experience working with the public in a customer service capacity is required. One year of responsible bookkeeping experience, general accounting duties and/or code compliance is preferred.

Comprehensive knowledge of written English and Microsoft Office programs is required. Experience using Caselle, GIS, Mono County Parcel Viewer, Civic Plus, or Xpress Bill Pay is highly desirable.

Licenses:

Must have (or receive within state required time frame) a valid State of California Class C Driver's License with an acceptable driving record and pass an appropriate background check prior to the hire date.

**TOOLS AND EQUIPMENT USED**

Personal computer, including word processing and spreadsheet software, central financial computer system, telephone, 10-key calculator, phone, copy machine, fax machine, and postage machine.

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

Work is performed mostly in office settings with occasional on-site audits at licensee business locations. Hand-eye coordination is necessary to operate computers and various pieces of office equipment.

While performing the duties of this job, the employee is frequently required to talk or hear, walk, sit or stand, use hands to finger, handle, feel or operate objects, tools or controls, and reach with hands and arms. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required for this job include close vision, distance vision, peripheral vision, depth perception, and the ability to adjust focus.

**WORK ENVIRONMENT**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The noise level in the work environment is moderate.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.