



## **Revenue Management Supervisor 1**

**Category:** Classified/Excluded  
**Pay Grade:** C26  
**Job Code:** 16374

*To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.*

### **JOB SUMMARY**

This is highly responsible work leading and supervising subordinates in pre auditing, processing, and recording financial transactions in a complex multi fund and account environment of a section of the Utilities Department. An employee in this class is responsible for supervising a technical staff performing highly automated tasks to administer revenue management systems in the Customer Service Division of Utilities. Work is performed under general supervision with considerable independent judgment and initiative exercised in carrying out the daily operations of the section. The position reports to the Division Manager or designee.

### **ESSENTIAL JOB FUNCTIONS (examples, not all inclusive)**

- Supervises personnel implementing payment processing, billing/invoicing, collections, and /or revenue analysis functions and activities;
- Oversees the financial processes involved with reconciliation of revenue and BCC Finance;
- Trains staff on financial processes involved with the various revenue functions within specific units;
- Supervises staff engaged in complex accounting activities associated with collection of revenue;
- Maintains service level agreements for various functions associated with the department billing systems;
- Conducts internal accounting and systems audits in compliance with best business practices;
- Tests, monitors, and maintains financial accounting and information systems for internal controls and data integrity;
- Serves as a liaison with vendor that hosts the customer information system for all rate changes, rate configuration, creating new installation types, monitoring daily billing, report needs, and any system related errors affecting accounts;
- Resolves complex billing issues, approves account adjustments, and billing corrections;
- Prepares, monitors, and tracks a wide range of information and reports used to manage department activities;
- Ensures established policies and procedures are applied through approval of billing calculations, account corrections and adjustments submitted by subordinate staff;
- Takes initiative and demonstrates pro-active measures to take steps and make recommendations that improve department policies, procedures, systems, and capabilities;
- Ensures efficient and effective office processes taking initiative to meet business goals;
- Manages "Temp" cards for building access;
- Evaluates subordinate employees' performance and counsels the employee as required;
- Performs other related job duties as assigned.

## QUALIFICATIONS

### **Education and Experience:**

High School diploma or an acceptable equivalency diploma (GED); and seven (7) years of experience in recognized accountant work in a highly automated business environment that includes one (1) year of governmental accounting and supervisory training or experience; or Associate's degree in accounting, business, finance, public administration or related field (or two (2) years of related college level education) and five (5) years of experience as described above; or Bachelor's degree and three (3) years of experience as described above; or Master's degree and one (1) year experience as described above; or an equivalent combination of education, training and/or experience.

### **Special Qualifications** (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Preference may be given to candidates with certifications in business systems and software applicable to Utilities operations.
- Other highly desirable knowledge, skills, abilities, and credentials required for a specific position.

### **Knowledge, Skills and Abilities:**

- Knowledge of governmental accounting principles and practices and ability to apply this knowledge to work situations;
- Knowledge of large and complex segments of a computerized governmental financial management system;
- Knowledge of data processing principles, methods and practices;
- Ability to plan, assign and supervise the work of subordinate employees;
- Ability to communicate effectively, both orally and in writing.

## PHYSICAL/MENTAL DEMANDS

This work requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. Additionally, the following physical abilities are required:

- Crouching: Bending the body downward and forward by bending leg and spine.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Pulling: Using upper extremities to exert force in order to draw, haul or tug objects in a sustained motion.
- Pushing: Using upper extremities to press against something with steady force in order to thrust forward, downward or outward.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing: Particularly for sustained periods of time.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.

- Visual Acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

**WORKING CONDITIONS**

Work is typically performed in a dynamic environment that requires sensitivity to changing goals, priorities, and needs.