CITY OF FOLSOM

REVENUE TECHNICIAN I/II

DEFINITION

Under immediate or general supervision, perform high volume customer service in person, on the telephone, and via web mail; perform high volume correspondence by mail, fax or email; perform moderately difficult accounting functions required in the establishment and maintenance of commercial and residential accounts and fiscal records, perform Field Investigations throughout the City**.** Perform revenue audits, project analysis, and specialized duties. Revenue Technician IIs may oversee, monitor, and/or direct the work of lower level personnel.

The Revenue Technician I is the entry-level class of the Revenue Technician series. Initially under close supervision, the incumbents perform the more routine duties while learning city policies and procedures and becoming familiar with the variety of departmental systems and practices. As experience is gained, duties become more diversified and are performed under more general supervision. This class is flexibly staffed with Revenue Technician II and incumbents may advance to the higher level after a minimum of one year and demonstration of proficiency that meets the qualifications.

The Revenue Technician II is the experienced/journey level class in the series, fully competent to independently perform duties. This class is distinguished from those in the lower classification of Revenue Technician I by the relative independence with which they perform their duties. This class is distinguished from the Revenue Technician Supervisor in that the latter serves as the full supervisor of incumbents in the lower level of the series.

EXAMPLES OF ESSENTIAL DUTIES

NOTE: The following are the duties performed by employees in this classification. However, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all the duties listed.

- Receive and account for cash and compile daily revenue reports.
- Prepare bills and maintain commercial and residential utility customer and other types of customer accounts.
- Serve public at counter, over telephone, or over the web in connection with utility services, business licensing, and providing general information.
- Receive and transmit complaints, requests for utility services, and may personally answer routine complaints.
- May issue business licenses and maintain records.
- Prepare routine and special reports and correspondence from records maintained.

- Classify and post revenues to appropriate budgetary accounts.
- Research account receivable issues.
- Contact customers regarding accounts receivable.
- Post to revenue and utility accounts and perform miscellaneous bookkeeping, statistical, and clerical tasks.
- Perform field investigations throughout the City researching, auditing, and ensuring compliance of related services.
- Perform difficult clerical accounting work associated with fiscal controls and financial records.
- Audit invoices, handle research of City bills and accounts receivable, and classify accounting data for proper budgetary control.
- Interpret and explain rules and regulations in regard to accounts reveivable, business licensing, and the City Municpal Code.
- Issue business licenses, maintain records, perform annual renewals, and complete reconciliations.
- Perform related duties as assigned.

EMPLOYMENT STANDARDS

NOTE: The level and scope of the knowledge and abilities listed below are related to job duties as defined under "Distinguishing Characteristics."

Knowledge of:

- Modern office methods, procedures, software programs and computer equipment.
- Principles and practices of cash handling methods, customer service skills, accounts receivable, and basic bookkeeping processes.

Ability to:

- Develop and maintain detailed and accurate records.
- Interpret computer printouts.
- Operate standard office machines.
- Perform difficult arithmetical computations rapidly and accurately with the capability of transferring the computation accurately into a database.
- Effectively communicate verbally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

Minimum Qualifications:

Revenue Technician I:

Experience:

Two (2) years of experience in cash management, customer service, or closely related field.

Revenue Technician II:

Experience:

A minimum of one (1) year of full-time experience as a Revenue Technician I with the City of Folsom or similar position in another agency.

License, Certificate, Registration Requirements:
Possession of, or ability to obtain and retain, a California Class C driver license by the time of appointment. Individuals who do not meet this requirement due to a disability will be reviewed on a case-by-case basis.

Physical Requirements:
Work is performed in a typical office environment. (1) Mobility: frequent use of keyboard; frequent sitting for long periods of time; occasional bending or squatting. (2) Lifting: frequently up to 10 pounds; occasionally up to 25 pounds. (3) Vision: constant use of overall vision; frequent reading and close-up work; occasional color and depth vision. (4) Dexterity: frequent repetitive motion; frequent writing; frequent grasping, holding, and reaching. (5) Hearing/ Talking: frequent hearing and talking, in person and on the phone. (6) Emotional/ Psychological: frequent decision-making and concentration; frequent public and/or coworker contact; occasional working alone. (7) Environmental: frequent exposure to noise.

Information Block

Class Code:
FLSA Status:
Established:
Revised:
Retitled:
Workers Compensation Code
Bargaining Unit: