



ASSISTANT MANAGER OF REVENUE CONTROL

FC: FC230
PB: 09

PC: 890
BU: 31
November 2002

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Assists the Manager of Revenue Control in supervising and coordinating cash handling activities and operations within the Treasury Division; coordinates assigned activities with other divisions, outside agencies and the general public, and provides highly responsible staff assistance to the Manager of Revenue Control; and performs related duties as assigned.

CLASS CHARACTERISTICS

This single position class supervises foreworkers and other staff in the cash collection and counting operation. The work includes personnel scheduling and work assignments and the regular preparation of cash counting and collection reports. This class is distinguished from the Manager of Revenue Control in that the latter has final responsibility for all cash handling functions.

EXAMPLES OF DUTIES – *Duties may include, but are not limited to, the following:*

1. Manages and coordinates the organization, staffing and operational activities for the revenue control and cash handling program; plans, supervises, reviews and evaluates the work of staff.
2. Participates in the development and implementation of goals, objectives, policies, and priorities, and recommends and implements resulting policies and procedures.
3. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; implements improvements.
4. Directs, coordinates and reviews the work plan for assigned services and activities; assigns work activities; monitors work flow, reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.

Assistant Manager of Revenue Control

Page 2

5. Analyzes production and staffing trends and needs; projects workload requirements and reviews productivity; implements changes in production techniques and staffing in order to remedy production and staffing deficiencies.
6. Oversees off-site ticket sales programs; provides feedback to Manager of Revenue Control on program problems, issues, and service improvements.
7. Meets with union representatives to discuss labor problems and remedies; communicates issues to Manager of Revenue Control.
8. Assists with preparation of cash handling budget; recommends revisions to budget.
9. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
10. Provides staff assistance to the Manager of Revenue Control; participates on a variety of committees; prepares and presents staff reports and other correspondence as appropriate and necessary.
11. Coordinates revenue control activities with those of other divisions and outside agencies and organizations.

QUALIFICATIONS

Knowledge of:

Operational characteristics, services and activities of a cash handling and revenue control program.

Principles and practices of revenue control and cash handling.

Office procedures, methods and equipment including computers.

Methods and techniques of cash handling.

Mathematical principles.

Methods and techniques of inventory control.

Principles and techniques of budget preparation.

Principles and techniques of financial record keeping and reporting.

Principles of supervision, training and performance evaluation.

Related Federal, State and local laws, codes and regulations.

Skill in:

Supervising and coordinating cash handling services.

Selecting, supervising, training and evaluating staff.

Operating office equipment including computers and supporting word processing and spreadsheet applications.

Analyzing and evaluating workload productivity and projections.

Interpreting and explaining District revenue control and cash handling policies and procedures.

Skill in:

Preparing clear and concise reports.

Communicating clearly and concisely, both orally and in writing.

Establishing and maintaining effective working relationships with those contacted in the course of work.

MINIMUM QUALIFICATIONS

Education:

A Bachelor's degree in business/public administration or a closely related field from an accredited college or university.

Experience:

Four (4) years of (full-time equivalent) verifiable cash handling or revenue collection experience which must have included at least one (1) year of administrative and supervisory experience.

Substitution:

Additional professional experience as outlined above may be substituted for the education on a year-for-year basis. A college degree is preferred.

WORKING CONDITIONS

Environmental Conditions:

Office environment; exposure to computer screens.

Physical Conditions:

Requires maintaining physical condition necessary for sitting for prolonged periods of time.

EEOC Code: 02