



## MANAGER OF REVENUE CONTROL

FC: FF295

PB: 11

PC: 950

BU: 95

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**

Directs, manages, supervises and coordinates the activities and operations of the Revenue Control Division within the Treasury Department including management of the District's automatic fare collection system and direction of all cash handling activities; coordinates assigned activities with other divisions, departments and outside agencies; provides highly responsible and complex administrative support to the Assistant Treasurer; and performs related duties as assigned.

### **CLASS CHARACTERISTICS**

This single position class supervises, through subordinate supervisors and foreworkers, cash handling and collection activities, off-site ticket sales and anti-fraud/theft activities.

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

1. Assumes management responsibility for assigned services and activities of Revenue Control Division including management of the District's automatic fare collection system and direction of all cash handling activities.
2. Manages and participates in the development and implementation of goals, objectives, policies and priorities; recommends and implements resulting policies and procedures.
3. Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; identifies and recommends within departmental policy, appropriate service and staffing levels.
4. Plans, directs, coordinates and reviews the work plan for assigned staff; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods and procedures; meets with staff to identify and resolve problems.
5. Monitors and evaluates the accuracy of daily operational/balancing reports; prepares operational analyses and reports.

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6. Confers with and provides assistance to District and individual stations regarding cash handling and automatic fare collection system issues.
7. Prepares analytical reports and operational analyses of fare collection systems; recommends improvements to systems.
8. Manages the District's off-site ticket program and sales operations.
9. Analyzes equipment and staffing needs at new stations and planned extensions; oversees use and service of new fare collection equipment.
10. Selects, trains, motivates and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
11. Oversees and participates in the development and administration of the division's annual budget; participates in the forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
12. Serves as the liaison for the Revenue Control Division with other divisions, departments and outside agencies, negotiates and resolves sensitive and controversial issues.
13. Serves as staff on a variety of boards, commissions and committees; prepares and presents staff reports and other necessary correspondence.
14. Conducts a variety of organizational studies, investigations and operational studies; recommends modification to programs, policies and procedures as appropriate.
15. Provides responsible staff assistance to the Assistant Treasurer.
16. Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field revenue collection and control.

## **QUALIFICATIONS**

### **Knowledge of:**

Operations, services and activities of a revenue control program.  
Principles and practices of revenue control and cash handling.  
Principles of cost and general accounting.  
Accounting standards and practices.  
Fraud and theft control techniques and countermeasures.  
Banking operations, rules and regulations.

### **Knowledge of (con't):**

Methods and techniques of cash handling.  
Methods and techniques of statistical analysis.  
Principles and practices of budget preparation and administration.  
Principles of supervision, training and performance evaluation.

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

### **Skill in:**

Overseeing and participating in the management of a comprehensive revenue control program.

Selecting, supervising, training and evaluating staff.

Verifying the accuracy of financial data, reports, and information.

Evaluating production methods and equipment.

Participating in the development and administration of division goals, objectives and procedures.

Analyzing and evaluating financial information to determine possible areas of theft or fraud.

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

Preparing and administering program budget.

Preparing clear and concise administrative and financial reports.

Researching, analyzing and evaluating new cash handling methods and techniques.

Communicating clearly and concisely, both orally and in writing.

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

### **Other Requirements:**

Must possess a valid California driver's license and have a satisfactory driving record.

## **MINIMUM QUALIFICATIONS**

### **Education:**

A Bachelor's degree in accounting, business administration, economics, or a closely related field from an accredited college or university.

### **Experience:**

Five (5) years of (full-time equivalent) verifiable professional revenue collection experience which must have included at least two (2) years 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:**

May require maintaining physical condition necessary for sitting or standing for prolonged periods of time.

**EEOC Code:01**