

CITY OF ARCADIA

REVENUE COLLECTION SUPERVISOR

DEFINITION

Under direction of the Administrative Services Director or their designee, to plan and perform a variety of the most complex and difficult technical accounting duties involving cashiering and revenue collection; supervise the work of technical accounting staff in the City's centralized cashiering office; administer the City's revenue collection information systems; manage the City's administrative citation review process and coordinate with other department and City staff in order to consolidate information necessary for the preparation of financial reports, statements, and special financial analyses; and to perform other related duties as assigned.

SUPERVISION EXERCISED

Exercise direct technical and functional supervision over technical accounting staff in the Cashier's Office.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Assign, schedule, and supervise functions related to the daily collection of revenue at the City's centralized cashiering office, maintain payment and deposit records; prepare monthly revenue comparison reports; develop procedures for proper collection control and deposit of funds to bank; ensure accurate recording of revenues to proper general ledger account number; ensure a high level of customer service; investigate and resolve customer problems and complaints; participate in the selection, training, motivation, evaluation, and discipline of staff.

Participates in the development of goals and objectives as well as policies and procedures; makes recommendations for changes and improvements to existing standards, policies and procedures; participates in the implementation of approved policies and procedures; monitors work activities to ensure compliance with established policies and procedures.

Responsible for ensuring proper administration, maintenance, and operations of the City's cashiering and point of sale system, including direct administration of integration with the City's Enterprise Resource Planning (ERP) software, other City systems, electronic payment processors and the City's primary bank.

Review all additions, deletions and changes in daily cash receipts for accuracy; direct the daily cashing activity including direct supervision of the cashier.

Receive, review, and enter payments received for City services; maintain a variety of files and records related to the City's cashier system; prepare daily deposit of receipts. Ensure that cashier records are maintained in accordance with the City's retention policy.

Assist City residents with dog licensing applications by receiving required documentation, such as rabies vaccination and spay/neuter certificates, along with applicable fees; submit documentation and fees to Pasadena Humane Society, which is responsible for collection, processing, and all other aspects of dog licensing management.

Receive and review revenue, ensuring compliance with City policies, procedures, and regulations; enter revenue into system as assigned; process, calculate and post a variety of revenue entries.

Supervise the work of technical accounting staff responsible for providing accounting services and activities; plan, direct, and participate in the performance of complex accounting procedures, services, and activities.

Train assigned accounting staff including work assignments, methods, techniques, and the use and operation of equipment in the assigned area; verify work of assigned employees for completion of assignment, accuracy, proper work methods, techniques, and compliance with applicable standards and guidelines.

Supervise and coordinate accounting and cashing activities with other departments, divisions, and City staff to consolidate information necessary to ensure an accurate and orderly recording of cash and revenue transactions for monthly close; ensure transactions are completed accurately and on time.

Provide technical information and instruction regarding applicable procedures and methods; interpret and explain rules and regulations; answer questions and resolve problems or complaints.

Research and answer department questions regarding status of accounts, the proper coding of transactions, and other matters; provide information and explanations for auditors.

Perform the full range of complex and difficult duties including those involving responsibility for projects and issues.

Review, calculate and perform accounting adjustments; audit and reconcile registers, cash and City accounts; reconcile various bank accounts and make adjustments due to cancellations and corrections.

Post entries from supportive records and balance against other records; verify accuracy of adjustment journal, all city journals processed by Cashier's Office, receipts and warrants.

Prepare and adjust journal entries to reconcile cash accounts; set up records/instructions to initiate wire transfers, direct deposits, debits and credits from the City's primary bank.

Prepare accounting and payroll checks for distribution; maintain general and subsidiary ledgers, daily logs, and other records according to established revenue and expenditure account classifications.

Assist City Treasurer in investment of City funds, dealing with outside investment advisors and trustees to ensure proper processing and recording of investment transactions, including principal and interest payments.

Assist City Treasurer with analysis of cash transactions to ensure that the City maintains sufficient cash balance for City operations

Coordinate the City's administrative citation review process, including scheduling hearings and ensuring proper records are prepared for monthly hearings

Mark or flag annual parking permit applications to be reviewed and inspected by Code Services throughout the year.

Coordinate with the City's parking enforcement agency to assign equipment and troubleshoot issues related to software, printers, and also assign mobile devices; train new users on proper use of equipment, and update units with current user fee information.

Coordinate the City's parking permit process, managing the online portal, and making sure that the renewal processes function properly

Perform assessment district billing and collection as needed.

Implement any future payment and receipt methods that become available and ensure their proper integration with existing payment processes.

Prepare revenue analysis report as needed for the annual budget process

Day-to-day administration of third-party vendor contracts/agreements involving the City's cashiering function.

Oversee and coordinate the preparation of documents necessary for collecting delinquent accounts through collection agencies and civil court actions.

Prepare payroll taxes for State and Federal quarterly return, verifying that payments are made timely.

Check records and papers for clerical and arithmetic accuracy, completeness and compliance with established standards and procedures.

Direct information services report writing consultant to develop analytical reports for reconciliation.

Be familiar with regulatory banking requirements regarding safekeeping and investing of City funds.

Serve as liaison with banks, brokers, auditors, other municipalities and City departments on revenue/cashiering issues.

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Advanced accounting and financial record keeping principles, procedures, and methods.

Banking and business principles; business license tax methods and procedures; cash receipting and control; municipal revenue sources; and cash management and collection practices.

Methods, practices, and procedures used in payroll, accounts payable, accounts receivable, and financial record keeping and reporting.

Operations, services, and activities of modern accounting, word processing and spreadsheet programs and cashiering/point of sale program.

Integration or data sharing and connection between finance, billing and cashiering software programs to ensure proper recording of transactions.

Principles of lead supervision and training.

Basic principles of municipal budget preparation and control.

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

Modern office practices, methods, and computer equipment.

Principles and practices used in dealing with the public.

Mathematical principles.

Skill to:

Operate modern office equipment including computer equipment.

Type and enter data at a speed necessary for successful job performance.

Ability to:

Independently plan and perform duties with minimal supervision; work professionally and tactfully with the public.

Plan, organize, and provide lead supervision and training of assigned staff.

Independently perform the most difficult technical accounting and financial operations work including projects and activities.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to assigned programs and functions.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Research, collect, compile, and analyze information and data.

Handle multiple concurrent projects and manage priorities and tasks.

Apply accounting principles to the maintenance of general governmental financial and accounting transactions and audit of financial records.

Understand the organization and operation of the assigned department and the City necessary to assume assigned responsibilities.

Prepare, examine, and verify financial documents, statements, reports, and analyses.

Perform comparisons of data quickly and accurately.

Accurately tabulate, record, balance, and audit assigned transactions.

Classify fiscal documents and transactions.

Respond to questions from the public and City personnel regarding policies and procedures for assigned accounting area.

Perform mathematical computations quickly and accurately.

Plan and organize work to meet schedules and deadlines.

Prepare and maintain accurate and complete financial records.

Communicate clearly and concisely, both orally and in writing.

Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.

Minimum Qualifications:

Education/Training:

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for successful job performance is qualifying. An example would be:

Bachelor's degree from an accredited college or university with major course work in accounting, business administration, or a related field. OR an associate degree from an accredited college or university with major course work in accounting, business administration, or a related field and two years of experience in municipal finance. OR a high school diploma or equivalent and four years of experience in municipal finance.

Special Requirements:

Essential duties require the following physical skills and work environment:
Ability to work in a standard office environment.

Effective Date: April 2002

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