



THE CITY OF REDWOOD CITY
INVITES APPLICATIONS FOR:

**REVENUE SERVICES
MANAGER
#25A-31**

SALARY:
\$13,306 – \$15,961 / Monthly

**Closes Sunday, May 4, 2025
at 11:59 pm**
(Opens April 11, 2025)

*Interested in joining the Redwood
City team?*

Submit your application via:
www.CalOpps.org by
Sunday, May 4, 2025.

Oral Board Interviews tentatively
scheduled for **Wednesday May 21,
2025**, and will be conducted virtually via
Zoom.

Candidates with a disability, which
may require special assistance in any
phase of the application or selection
process, should advise the Human
Resources Division upon submittal of
application.

All applications will be reviewed for
completion, relevant education,
experience, training and other job-
related qualifications. Those who best
meet the stated qualifications and
requirements for the position will be
invited to participate in the selection
process. The specifics of the selection
process will be communicated to those
selected candidates.



WHY JOIN THE REDWOOD CITY TEAM?

We offer a wide range of meaningful career opportunities with potential for growth, training and development, competitive salaries, flexible work schedules, paid time off, and robust benefits. The Redwood City team is guided by core values of **excellence, integrity, service inclusion, collaboration and innovation**. Inherent in these values is a great organizational culture based on trust, strong and supportive leadership, respect, risk-taking, empowerment, and effective communication.

The community is known for its inclusivity, strong engaged neighborhoods, and civic pride. The City works diligently to maintain positive and productive relationships with community partners, together providing outstanding services, programs and opportunities for residents and businesses. This mix of tradition and progress, community and diversity, makes Redwood City an extraordinary place to work and call home. If you're looking to grow your career as a part of a hard-working and fun Finance Department team that fosters innovation, creativity and collaboration, we hope you'll apply.

ABOUT THE FINANCE DEPARTMENT

Redwood City's Finance Department shares an exceptional spirit of camaraderie, always finding ways to bring fun and laughter into the financial backbone of the organization. The Department is made up of two divisions: Revenue Services and Financial Services. The Revenue Services Division manages the City's utility billing, including water and sewer, and collections, business license administration, tax administration, receipt and deposit of cash and accounts receivable. Team members practice a strong work ethic and attention to detail; celebrate innovation; and seek out continuous improvements to strengthen quality of service and internal controls and streamline processes. Due to the nature of the work, the Revenue Services Division collaborates with other City Departments and delivers high-quality customer service to internal and external stakeholders.

ABOUT THE POSITION

Under general direction from the Finance Director, plans, organizes, oversees, coordinates, and reviews the work of staff performing technical and administrative support related to revenue collection activities including tax administration, business license and other license and permit fees, and utility billing; ensures compliance with regulatory, ordinance, and code requirements related to revenue services and collection; administers current and long-term planning activities; manages the effective use of department resources to improve organizational productivity and customer service; provides highly complex and responsible support Finance Department in areas of expertise; and performs related work as required.

THE IDEAL CANDIDATE

The ideal candidate will embrace the City's emphasis on excellent customer service. This is a division manager classification that manages all activities and staff of the Revenue Services Division of the Finance Department. The incumbent organizes and oversees day-to-day revenue collection activities including tax administration, license and permit fees, and utility billing. Responsibilities include performing diverse, specialized, and complex work involving

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BENEFITS

The successful candidate will enjoy the following RCMEA benefits:

- **Retirement:** Public Employees Retirement System (PERS) CalPERS 2% @ 60 for current members or reciprocal agencies; 2% @ 62 for new members.
- **Health Insurance:** Choose from a range of HMO, PPO and EPO options; The City pays 90% of the CalPERS Bay Area Kaiser Family premium rate up to \$2461.99 /month.
- **Dental & Vision Insurance:** The City pays 90% of the premium.
- **Life Insurance**
- **Employee Assistance Program**
- **Vacation Leave:** 10-25 days per year
- **Sick Leave:** 12 days per year
- **Paid Holidays:** 15 days per year
- **Bereavement Leave:** Up to 5 days
- **Flexible Spending Account**
- **Fitness Center:** Access at City facilities.
- **Education Reimbursement Program** up to \$2,000 Annually
- **Deferred Compensation Plan (457)**
- **Commuter Program:** City matches up to \$100/month on commuter expenses.

CITY VALUES



significant accountability and decision-making responsibility. The incumbent organizes and oversees day-to-day activities and is responsible for providing professional-level support to the Finance Director in areas of expertise. Successful performance of the work requires an extensive professional background as well as skill in coordinating departmental work.

A few typical responsibilities include, but are not limited to:

- Plans, manages, oversees, and participates in the daily functions, operations, and activities of the Revenue Services Division, including conducting all revenue collection activities for the City, ensuring that all tax collection is conducted pursuant to pertinent regulatory requirements, reconciling remittances to account statements to ensure receipt of the appropriate payments, and overseeing the utility billing process.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within departmental policy, appropriate service and staffing levels; recommends and administers policies and procedures.
- Participates in the development, administration, and oversight of division budgets including forecasting revenues and controlling expenditures.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Finance Director.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends and implements disciplinary procedures as necessary.
- Monitors and reviews financial records and reports related to tax revenues; reconciles remittance of tax payments to ensure that appropriate payments are received by the City.
- Oversees business licensing fee process as well as other licensing and permitting fee processes pursuant to City ordinances and other regulatory requirements; ensures proper remittance of fees to the City.
- Manages the utility billing function; oversees and administers the implementation of revisions to the fee structure; addresses the most difficult and complex customer service issues and problems related to utility billing.
- Balances subsidiary ledger activity to the general ledger; resolves cash and revenue reconciliation issues.
- Provides information to other City departments and divisions regarding revenue services policies and procedures; interprets policies and procedures for departments.
- Provides highly complex staff assistance to the Finance Director; develops and reviews staff reports and other necessary correspondence related to assigned activities and services; gives oral presentations to the City Council as well as various commissions, committees, boards, and other stakeholders.
- Conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to assigned programs, policies, and procedures as appropriate; recommends modifications to City ordinances as necessary and appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public agency revenue collection and tax administration; researches emerging products and enhancements and their applicability to City needs.



- Monitors changes in regulations and technology that may affect assigned functions and operations; recommends and assists in the development of policy and procedural changes and implements after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

MINIMUM QUALIFICATIONS:

Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education:

- Graduation from an accredited four-year college or university with major coursework in accounting, finance, business administration, public administration, or a related field.
- Master's degree in accounting, finance, business administration, public administration, or a related field is highly desirable

Experience:

- Five years of increasingly responsible experience in revenue services administration in a municipal or similar setting including at least two years of supervisory experience.

Licenses & Certificates:

- Possession of, or ability to obtain, a valid California driver's license.

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of public agency revenue collection and tax administration.
- Principles and practices of public agency budget development and administration and sound financial management policies and procedures
- Principles and practices of employee supervision including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, regulatory codes, ordinances, and procedures relevant to municipal revenue collection and tax administration.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of the assigned division.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Recordkeeping principles and procedures.
- Modern office practices, methods, and computer equipment and applications related to the work. English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the City in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Interpret, apply, explain, and ensure compliance with Federal, State, and local policies, procedures, laws, and regulations.

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- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Establish and maintain a variety of filing, recordkeeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

A City application and supplemental questionnaire is required. Prior to appointment, candidates will be required to pass a background check (at no cost to the candidate) including the following:

1. Criminal History Check
2. DMV Check
3. Fingerprint Check
4. Credit Check
5. References

Note: internal candidates may be required to complete the above-mentioned requirements.

Special Instructions: A City application, cover letter and resume are required.

Applications must be filled out completely. Failure to complete the application will disqualify the applicant from the recruitment process. Failure to list work experience, education or training, or stating "See Resume" in the work experience section of the application will be considered an incomplete application and subject to disqualification. Resume and Cover Letter must be attached separately, but resumes will not be accepted in lieu of a City application.

Fine Print. [The City of Redwood City is proud to be an Equal Opportunity Employer!](#)
The Immigration Act of 1986 requires proof of identity and eligibility for employment at date of hire.
Any provisions contained in this bulletin may be modified or revoked without notice.