

**City of Manteca  
REVENUE AND BILLING SUPERVISOR**

<b>Class Spec Code</b>	###	<b>Established Date</b>	07/01/2002
<b>Occupational Group</b>	Mid-Manager Association (MMA)	<b>Revision Date</b>	February 2026
		<b>FLSA</b>	Exempt

**DEFINITION**

Under general direction, plans, schedules, assigns, reviews, supervises, and participates in the work of staff performing revenue, billing, and customer service duties within the Finance Department; manages collection efforts including utility billing adjustments and resolving payment discrepancies; coordinates assigned activities with other City departments and outside agencies; and performs related duties as assigned.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from assigned management personnel. Exercises direct supervision over technical and clerical personnel.

**CLASS CHARACTERISTICS**

This is a full supervisory-level class that exercises independent judgment on diverse and specialized customer service, billing, and revenue operations with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff, overseeing day-to-day billing operations and for providing technical level support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines and scope of practice.

**REPRESENTATIVE DUTIES**

**Essential Duties:**

*Management may amend duties pursuant to the Americans with Disabilities Act (ADA) so qualified employees can perform the essential functions of the job.*

- Plans, schedules, assigns, reviews, supervises, and participates in the work of customer service staff in the Finance Department; trains staff in work procedures and safe work practices; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development and implementation of goals, objectives, work plans, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures; reviews, interprets, and implements applicable municipal code.

- Monitors activities of the customer service work unit including revenue and billing functions work unit; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Manages revenue collection; reviews, analyzes, reconciles, monitors, approves, and/or maintains related accounts and service functions including reviewing adjustments, returns, refunds, accounts receivable, business licenses, rental permits, and payment arrangements, reconciling receivables and processing collections, may participate in rate and fee studies, identifying, reviewing, and resolving payment discrepancies, and ensuring proper maintenance of applicable systems and collection of billing data.
- Oversees and reviews business license applications and approvals.
- Coordinates assigned services and operations with those of other divisions, outside agencies and vendors including assisting with the implementation of related software and/or systems; assists and supports appropriate staff (e.g., City Attorney, Fire and Code Enforcement) with related cases.
- Assists the Finance Department with financial or external audits by collecting, compiling, and preparing appropriate data.
- Serves as liaison for assigned functions with other City departments, divisions, and outside agencies; provides staff support to commissions, committees, internal organizational groups, and task forces, as required.
- Prepares reports and other written materials including local and state reports, and financial and utility data; participates in grant writing and administration; supervises the establishment and maintenance of working and official division files; ensures the proper documentation of operations and activities.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of customer service, revenue management, and utility billing.
- Answers questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other departments, and agencies; communicates and provides educational information to the public.
- Ensures staff observe and comply with all City and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.

- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- General principles of risk management related to the functions of the assigned area.
- Principles, practices, methods, and techniques of revenue collection, customer service and billing, and accounts receivable.
- Automated financial systems including electronic data processing techniques related to accounting and auditing procedures and practices.
- Arithmetic and statistical techniques.
- Research methods and techniques.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned department.
- Principles and procedures of record keeping, technical report writing, and preparation of correspondence.
- Applicable federal, state, and local laws, codes, and regulations as well as industry standards and best practices pertinent to the assigned area of responsibility.
- City and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and City staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

**Ability to:**

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Administer budgets; monitor revenue and expenses, as required.
- Audit and reconcile financial records, tabulate and balance transactions, and research account discrepancies.
- Respond effectively to complaints or inquiries from citizens, staff, and outside organizations.
- Perform mathematical calculations quickly and accurately.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Maintain accurate records and files of work performed.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Effectively represent the division and the City in meetings with governmental agencies, community groups, various business, professional, and regulatory organizations, and in meetings with individuals.
- Prepare clear and concise reports, correspondence, documentation, and other written materials.

- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.

**Education and Experience:**

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

**Education:**

- Equivalent to bachelor's degree from an accredited college or university with major coursework in accounting, public administration, or a related field.

**Experience:**

- Five (5) years of increasingly responsible experience in accounts receivable, billing, and/or customer service, including two (2) years of experience in a supervisory or lead capacity.

**Licenses and Certifications:**

- None.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 10 pounds.

**ENVIRONMENTAL CONDITIONS**

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

**WORKING CONDITIONS**

City employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the City's needs, in addition to responding as a Disaster Services Emergency Worker (California Government Code Section 3100-3109).