**DEFINITION**

Supervise, review, and coordinate the work of staff responsible for handling billing, collecting payment, ensuring cash accuracy and providing customer service support depending on assigned department; provide assistance and information to the general public; provide responsible staff assistance to assigned department managers; and perform a variety of high-level tasks, duties, and responsibilities relative to assigned areas of responsibility.

**JOB CLASSIFICATION**

Exempt, Safety Sensitive.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from higher level management or supervisory staff.

Exercises direct supervision over assigned staff.

**PRIMARY DUTIES**--*The following are examples of primary duties assigned to positions in this classification. Other related duties and responsibilities may be assigned.*

1. Plan, prioritize, assign, supervise, and review the work of assigned staff; participate in the selection of assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
2. Establish schedules and methods for providing assigned area service operations; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
3. Develop and implement goals, objectives, policies, procedures and priorities for assigned programs; recommend improvements and modifications.
4. Develop and administer assigned team’s annual budget; forecast additional funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments; support management in the development of the annual budget.
5. Gather, analyze and prepare information for grants and budget projections.
6. Review and generate reports and departmental documents; retrieve various levels of information from automated systems; compile and verify monthly incoming revenue from assigned department.
7. Review specific assigned accounts; process related forms; develop commercial quotes and administer and monitor collection of applicable fees for assigned department.
8. Review and verify various forms, documents, and reports for accuracy, proper work methods and techniques and compliance with applicable standards and specifications.
9. Advise and assist employees, department supervisors, and public in a variety of matters including the interpretation and application of laws, rules, and regulations regarding all areas of assignment; assist staff in resolving higher-level problems and issues; ensure coordination with other departments on interrelated issues and projects.
10. Perform various accounting tasks including researching, identifying, and correcting journal entries, monitoring, reviewing, balancing and reconciling revenue including, daily cash transactions, sales tax cash payments, and processing direct pay invoices and credit card processing reports for contractual obligations and operational expenditures.
11. Monitor and review daily bank deposits, ensure monies balance and are received by the bank; monitor and review credit card processing for various divisions.
12. Develop, administer and monitor the components of the billing software for assigned department, including internal controls, security, reporting and integration with other software systems.
13. Attend and participate in professional group meetings; stay informed about new trends and innovations in the field of customer service, billing, and cash processing/handling.
14. Perform other duties of a similar nature or level.

When Assigned to the Community Recreation Center:

1. Oversee the hiring and onboarding processes for all part-time and seasonal employment in the assigned department.
2. Monitor and analyze facility usage including memberships, daily admission, and facility rentals. Administer the collection of all facility fees including past due accounts.

**QUALIFICATIONS**

**Knowledge of:**

Principles of supervision and training.  
Principles of budget preparation and administration.  
Operations, services, and activities of various customer service programs.  
Automated financial information systems and integrated business office software.  
Municipal and utility billing systems, policies, and practices.  
Sales tax billing and collection systems, policies, and practices.  
Customer service principles and problem resolution techniques.  
Principles and procedures of financial record keeping and reporting.  
General mathematics including addition, subtraction, division, and multiplication.  
Principles used in administrative accounting and bookkeeping work.  
Methods and techniques of calculating fees in customer service program areas.  
English usage, spelling, grammar and punctuation.  
Business letter writing and basic report preparation and procedures.  
Modern office technology and equipment, including computers and related software applications.  
Applicable Federal, State and local codes, laws and regulations.

Recreation registration software (when assigned to the Community Recreation Center).

Human Resource principles pertaining to part-time and seasonal employment (when assigned to the Community Recreation Center).

**Ability to:**

Oversee, direct and coordinate the work of assigned staff.  
Oversee and participate in the management of a comprehensive customer service programs.  
Participate in the development and administration of division goals, objectives and procedures.  
Prepare, monitor, and administer budgets.  
Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.  
Interpret and apply pertinent ordinances, laws, codes, regulations, policies and procedures. Identify and provide solutions to operational and procedural problems.  
Apply bookkeeping and financial record-keeping principles to the maintenance of customer service records.

Comply with Payment Card Industry (PCI) standards for handling and securing payment card information.  
Respond to requests, inquiries, and elevated concerns from the general public and City employees.  
Establish and maintain accurate records, logs, and files.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines**

*Minimum Requirements:*

**Experience:**

Three (3) years of increasingly responsible accounting, administrative, and/or customer service experience including one (1) year of supervisory experience and responsibility.

**Training:**

Two (2) year technical degree in business administration, public administration, accounting, parks and recreation, or a related field.

Other combinations of experience and education that meet the minimum requirements may be substituted.

**License or Certificate**

Possession of, or the ability to obtain, a valid Colorado driver’s license.

City of Grand Junction Leadership Track certification within two (2) years of appointment.

**WORKING CONDITIONS**

**Environmental Conditions**:

The job is performed in the following working environment:

Office environment.

**Physical Conditions**:

The job is characterized by:

**Sedentary Work**: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

The following physical activities are very or extremely important in accomplishing the job’s purpose and are performed on a daily basis:

While performing the duties of this job, the employee is required to sit for prolonged periods. The employee is regularly required to see, hear, talk, stand, twist and use repetitive motions in the conduct of work. The employee is also required to perform light lifting.