



Commercial Services Manager

Summary

Responsible for planning, coordinating, implementing and supervising the activities and functions of financial services such as: business license, assessment districts, accounts receivable, utility billing, printing services, and mail services.

Class Characteristics

General Direction is provided by the Administrative Services Director; responsibilities include the direct and indirect supervision of lower level professional, technical, and clerical personnel.

Essential Duties, Skills, and Demands of the Position

The duties, skills, and demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with a disability to perform the essential duties, skills, and demands.

Duties:

Plan, organize, coordinate, and supervise the work of the finance division personnel involved in commercial services, utility billing, printing services, and mail service functions. Assist in recruitment, train employees, and evaluate work performance.

Assist in the development and implementation of goals, objectives, policies, procedures, and work standards for the division as directed by the Administrative Services Director.

Review accounting data and assure that it is properly classified in accordance with governmental accounting standards.

Evaluate work methods and procedures used, recommend, and implement improvements.

Coordinate and implement changes in procedures based on City policy, federal, and state laws.

Modify documents and coordinate implementation of accounting systems and accounting control procedures.

Assist the public in resolving problems. Receive, research, and prepare responses to correspondence.

Conduct research and gather data. Provide technical advice and assistance on accounting issues.

Maintain records and prepare reports. Audit and analyze system reports for accuracy.

Respond to questions and provide information to various City departments, outside agencies, and the public.

Attend meetings as required by the Administrative Services Director.

Participate in staff development training.

Perform related duties as assigned.

Skills/Abilities:

Plan, organize, administer, review, and evaluate the work of others. Supervise, select, train, and evaluate subordinate assigned staff.

Analyze, evaluate, and reconcile complex financial data to arrive at accurate conclusions and recommendations. Review and verify the accuracy of financial data and information.

Apply mathematical operations to solve accounting problems.

Recommend improved accounting methods, procedures, and internal controls.

Create and manipulate standard office software, such as Microsoft Excel and Word. Advanced skills are desirable and familiarity with financial application software for Municipal governments or related applications.

Define problems, collect data, establish facts, and draw valid conclusions; ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.

Respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community. Effectively presents information to management.

Exercise sound, independent judgment within established guidelines.

Understand, interpret, and apply laws, rules, regulations, and ordinances affecting the section activities.

Coordinate multiple projects simultaneously; diagnose operational problems and take effective courses of action.

Interact effectively under pressure and meet deadlines; work independently with minimal supervision.

Gather and analyze data, prepare clear and concise reports, and maintain accurate records.

Communicate effectively, both orally and in writing.

Establish and maintain cooperative and effective relationships with those contacted during the course of work.

Physical Demands and Work Environment:

While performing the duties of this job, the employee is regularly required to sit, stand, walk; use the computer keyboard and mouse, use hands to finger, handle or feel; reach with hands and arms; talk or hear; and smell. The employee is occasionally required to stoop, kneel, crouch, or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. The noise level in the work environment is usually moderate.

Qualifications

Knowledge of:

Principles and practices of municipal accounting, budgeting, and auditing, and knowledge of related computer software and their applications to assigned functions.

Principles and practices of leadership, supervision, training, and performance evaluation.

Pertinent federal, state and local laws, regulations and codes.

Recent developments, current literature, and sources of information regarding assigned functions.

Education and Experience

Any combination equivalent to the education and experience likely to provide the required knowledge and abilities would be qualifying. A typical way to gain such knowledge and abilities would be:

Education:

A Bachelor's degree with major work in accounting, business administration, finance, or a closely related field. Certification as a CPA is desirable.

Experience:

Three years of lead or supervisory experience over a general accounting function. Experience in a public agency or governmental setting is desirable.

Certifications/Licenses:

Possession of a valid California Class C driver's license.

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