

CLASS TITLE: DIRECTOR OF REVENUE AND CUSTOMER EXPERIENCE

PURPOSE OF THE CLASSIFICATION: Under direction, oversees the planning, direction and day-to-day management of the City's bond and investment programs, billing and collection of all City revenues, planning and direction of customer service personnel in all areas of revenue collection and utility billing, and assists the Director of Finance in creating and implementing strategic initiatives; and performs other related assigned duties.

ESSENTIAL TASKS:

- Executes strategic goals for the Treasury and Utility Services Division of the Finance Department, including the allocation of resources and personnel to meet the needs of the department, the City, and customers efficiently and effectively
- Plans and coordinates investment activities to ensure proper collateral levels with financial institutions
- Oversees issuance of General Obligation and Revenue bonds for the City and the City's authorities and trusts
- Oversees City administered assessment district (Tulsa Stadium Improvement District, Tourism Improvement Districts) billings and collections
- Oversees Utility Services Division functions, programs and operations as it relates to billing and collections for Emergency Medical Services Authority (EMSA), water, sewer, stormwater, and refuse services
- Oversees City personnel in the calculation, billing, collection, distribution, and reporting of revenue due to the City
- Reports to management and to various authorities, boards and commissions on the status of revenue policies and collections and makes recommendations for improvement
- Evaluates personnel capacity and capability, including hiring, discipline, promotions, and works with staff to ensure training, coaching, and development opportunities are available to support and develop staff
- Reviews and evaluates revenue assurance policies for Utilities Services and makes recommendations to management and to applicable authorities based upon best practice models
- Oversees business licensing and cashier operations
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business, accounting, finance, public administration, management, or a related field and nine (9) years of increasingly responsible experience in a field relevant to the essential tasks listed in this job description; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128. A Master of Business Administration (MBA) or a Master of Public Administration (MPA) preferred.

Knowledge, Abilities and Skills: Knowledge of the most up-to-date methods and best practices for customer service; knowledge of investment principles and practices; knowledge of relevant city, state and federal laws, regulations and policies; knowledge of municipal bond financing; knowledge of utility billing practices and revenue collection methods; knowledge regarding the development and administration of municipal budgets; knowledge of accounting and financial analysis principles; and knowledge of City policies. Ability to motivate employees utilizing performance reviews, coaching, and training; ability to organize people toward a common objective; ability to lead strategic initiatives and achieve results; ability to exercise good judgment; and the ability to respond quickly and flexibly to rapidly changing customer needs. Exceptional skill relating to organization, communication, and intrapersonal responses; skill in both verbal and written communication; and skill in managing and motivating diverse groups of people.

Physical Requirement: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; frequent lifting, carrying, pushing, and pulling up to 10 pounds; may be subject to walking, reaching, sitting, standing, balancing, kneeling, bending, handling, feeling, climbing, smelling, and twisting; vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1216

EEO Code: E-02

Pay Code: EX-56

Group: Clerical and Administrative

Series: General Administrative

Effective date: January 12, 2022