



## CLASS TITLE | CITIZEN SERVICES AND LICENSE CENTER SUPERVISOR

PAY GRADE: EX-32 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Effective Date: 09/24/2025

CLASS CODE: 1300

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**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for the work of the public facing sections of the Treasury Division, including exceeding customer expectations, responding to customer inquiries, processing revenue payments, issuing licenses, and the preparation of financial reports for the Treasury Division; and performs other related assigned duties.

### ESSENTIAL TASKS:

- Supervises front-line staff who interact with citizens regarding payment collection, licenses, and inquiries, ensuring a high standard of customer service
- Investigates and resolves citizen complaints and assists subordinates with difficult decisions regarding delinquent accounts, fines and fees
- Directs license center and citizen services specialist in the calculation, collection, distribution and tracking of all revenue processed in the area
- Participates in development and maintenance of effective internal controls to secure cash including currency, coins, checks, money orders and credit card receipts
- Interprets and trains staff on ordinances, statutes, policies, and procedures as they relate to licensing, utility billing, court fees and fines, and revenue collections
- Assists in developing and implementing procedures and methods to provide citizens with exceptional customer services and improves the effectiveness of the work unit
- Assists in the development and testing of technological changes to systems and online platforms
- Provides management with regular financial and statistical reports
- Reports 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: Must meet one of the following criteria:

1. (a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and,**  
(b) Six (6) years of progressively responsible experience in utility services, employee supervision, licensing, or customer service
2. (a) Completion of sixty (60) hours from an accredited college or university; **and,**  
(b) Four (4) years of progressively responsible experience in utility services, employee supervision, licensing, or customer service



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### Knowledge, Abilities and Skills:

Knowledge of:

- Customer service best practices and procedures
- Principles of management
- Cash handling best practices and procedures
- Record management principles and practices
- Computer system applications

Ability to:

- Plan, organize and supervise the work of the team
- Maintain and produce detailed reports
- Utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate internal and external customers

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting and carrying up to 20 pounds; may be subject to standing, walking, sitting, reaching, bending, and handling; and vision, speech and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Driver license

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

**EEO Code: E-02**

**Group: Fiscal**

**Series: Financial Management**