



**VILLAGE OF HOFFMAN ESTATES  
JOB DESCRIPTION  
REVENUE COLLECTIONS MANAGER**

*EFFECTIVE DATE: January 1, 2013*

<b>DEPARTMENT:</b> FINANCE	<b>WORK LOCATION:</b> VILLAGE HALL	<b>FLSA STATUS:</b> NON-EXEMPT	
<b>CLASS CODE:</b>	<b>RANGE:</b> 17	<b>PENSION:</b> IMRF	<b>UNION:</b> NU
<b>REPORTS TO:</b> DIRECTOR OF FINANCE	<b>LEVEL OF SUPERVISION RECEIVED:</b>	<b>LICENSE/CERTIFICATES:</b>	

**SUMMARY:**

Under the direction of the Director of Finance, performs work of unusual difficulty in administering all Village functions relating to revenue collections.

Responds to and interacts with residents, employees, and/or others within and outside the organization in a courteous, professional, and effective manner.

<b>JOB NO.</b>	<b>ESSENTIAL JOB FUNCTIONS AND RESPONSIBILITIES</b>	<b>FREQUENCY</b>
1.	Provides general management assistance and recommendations to the Director of Finance.	
2.	Provides primary oversight of the Customer Service Division.	

3.	Monitors and handles customer complaints regarding licensing, fees and taxes.	
4.	Monitors the effectiveness and efficiency of all revenue collection processes, and makes recommendations for improvements.	
5.	Oversees administration of the Village's sales taxes, telecommunications tax, hotel tax, food & beverage tax, entertainment tax, and real estate transfer tax and coordinates any compliance audits that may be required pertaining to these taxes.	
6.	Oversees collection efforts related to delinquent Village fees and taxes, including garbage collections, Police and Code Enforcement citation collections, etc., utilizing various collection methods available to the Village.	
7.	Assists in preparation of preliminary revenue estimates for annual budget.	
8.	Reviews actual revenue collections to budget projections monthly and investigates major variances.	
9.	Oversees pet and vehicle sticker licensing and compliance.	
10.	Prepares the annual update of the fee schedule and the revenue manual.	
11.	Tracks collection trends of major revenue sources and investigates major changes.	
12.	Operates and properly maintains all tools and equipment needed to perform the essential job functions and responsibilities listed above while adhering to all safety rules and practices.	Daily

<b>JOB NO.</b>	<b>OTHER RELATED DUTIES</b>
1.	Oversees the collection of receivables, including the use of collection agencies.
2.	Participates and assists in special projects as assigned.
3.	Performs related duties as necessary.
4.	Performs other duties, tasks, and responsibilities as assigned.

**SUPERVISORY RESPONSIBILITIES:** *(Select one – required)*

None required

Supervisory responsibilities are required to be carried out in accordance with the organization's policies and applicable laws. ***(List specific responsibilities below)***

**EDUCATION, EXPERIENCE AND COMPUTER SKILLS:**

The designated education and experience levels best describe the minimum requirement needed to fulfill the essential job functions. However, any combination of equivalent education or experience may be considered.

**Education Level (Select one - required)**

- High school education with vocational training
- High school diploma or general education degree (GED)
- Two or more years of college coursework in related field
- Associate's degree (A.A.) from two-year college or technical school
- Bachelor's degree (B.A.) from four-year college or university
- Master's degree (M.A.)
- Doctoral degree (Ph.D)

Degree or coursework should be in...

***Business Administration, Finance Accounting or Related Field***

**Experience Level (Select one - required)**

- No prior experience or training required
- Six months to one year related experience
- One to two years related experience
- Two to four years related experience
- Four to ten years related experience

***In revenue collections, preferably with gov. agency***

**Additional Experience (Select as appropriate)**

- Experience in supervisory capacity...
- Experience in management capacity...
- Must meet the requirements as set by the Fire & Police Commission

***Enter number of years required here***  
***Enter number of years required here***

**Computer Skills (Select as appropriate)**

- Entry and processing of data
- Word Processing data
- Spreadsheet software
- Database software
- Specialized applications:

***Microsoft Office Suite***

**COMMUNICATION SKILLS:**

**English Language/Communication Skills (Select one)**

- Basic skills Ability to read, comprehend, listen to and follow basic verbal or written instructions and provide appropriate feedback. Ability to read, comprehend and/or create routine correspondence and memos using proper spelling, grammar, punctuation and sentence structure. Ability to effectively convey information one-on-one or to small groups of employees or customers.
- Intermediate skills Ability to read, comprehend, listen to and follow complex verbal or written instructions from multiple sources. Ability to provide appropriate feedback by asking probing questions and/or suggesting alternative approaches. Ability to read, comprehend, create and explain to others complex correspondence, reports and/or manuals. Ability to convey procedures and policies one-on-one or in groups to employees or customers.
- Advanced skills Ability to read or interpret all types of documents including safety rules and regulations, and procedure manuals. Ability to create and edit reports and correspondence from varied source material using appropriate style and format. Clearly convey instructions to employees or team. Ability to speak clearly and effectively before groups of customers answering questions appropriately.
- Business skills Ability to read, research, and analyze general business periodicals, professional journals, technical reports, finance documents or government laws and regulations. Ability to write reports, business correspondence, manuals and draft policies and procedures. Ability to effectively make presentations and respond to questions from groups of managers, customers, citizens, or other agencies.
- Specialized skills Ability to read, analyze and interpret professional, scientific, or technical manuals, procedures, plans, schematics, maps, blueprints, licenses, and/or legal documents. Ability to respond to inquiries from managers, customers, business community or regulatory agencies. Ability to draft responses to complex or technical issues and/or effectively present technical concepts or information to managers, customers, or other agencies in concise understandable terms.

**Foreign Language Skills (Complete if applicable)**

- Fluency in foreign language skills is:
- A Plus
  - Preferred
  - Required
- Ability to speak and/or read, write and comprehend.

**Required Language:**

**REQUIRED COMPETENCIES:**

To perform this job successfully, an individual must be able to perform each essential job function satisfactorily. The required competencies listed below are representative of the knowledge, skills, and/or abilities required for successful job performance.

- Working knowledge of revenue collection procedures.
- Basic knowledge of general office procedures and practices.
- Ability to work effectively with other employees.
- Ability to successfully meet with the general public to resolve concerns and complaints.
- Ability to learn new computer programs as needed.
- Ability to utilize the following office equipment: personal computer, fax machine, calculator, copier and telephone.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodations.

*(mark all 17 activities)*

----- Amount of Time -----

<u>Physical Activity</u>	None	Less than 1/3	1/3 to 2/3	More than 2/3
Stands	_____	_____	_____	_____
Walks	_____	_____	_____	_____
Sits	_____	_____	_____	_____
Uses fingers in a repetitive motion	_____	_____	_____	_____
Uses hands to grasp, finger, handle, or feel	_____	_____	_____	_____
Reaches with hands and arms above shoulder	_____	_____	_____	_____
Climbs or balances	_____	_____	_____	_____
Twists or turns	_____	_____	_____	_____
Stoops, kneels, crouches, bends, or crawls	_____	_____	_____	_____
Pulls, pushes, or carries	_____	_____	_____	_____
Talks or hears	_____	_____	_____	_____
Tastes or smells	_____	_____	_____	_____
Operates a motor vehicle or heavy equipment	_____	_____	_____	_____
Lifts or move 0 to 10 pounds (sedentary)	_____	_____	_____	_____
Lifts or move 10 to 20 pounds (light)	_____	_____	_____	_____
Lifts or move 20 to 50 pounds (moderate)	_____	_____	_____	_____
Lifts or move 50 to 100 pounds (heavy)	_____	_____	_____	_____

**VISION DEMANDS:**

The vision demands described here including the ability to adjust focus, close vision, sharpness of vision, depth perception, peripheral vision, distance vision, hand-eye coordination or as otherwise specified by the Board of Fire and Police Commissioners, are representative of those that must be met by an employee to successfully operate the tools and equipment needed to perform the essential functions of this job.

**Other Vision Demands (select if applicable)**

\_\_\_\_\_ Absence of color blindness

\_\_\_\_\_ Corrected vision of...

<b>Enter specific vision requirement here</b>
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\_\_\_\_\_ Uncorrected vision of...

<b>Enter specific vision requirement here</b>
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**WORK ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job with or without reasonable accommodations.

**(mark all 15 conditions)**

----- Amount of Time -----

**Environmental Conditions**

None      Less than 1/3      1/3 to 2/3      More than 2/3

Customary indoor conditions	_____	_____	_____	_____
Customary outdoor weather conditions including extreme cold, extreme heat, and wet or humid conditions	_____	_____	_____	_____
Non-weather conditions: extreme cold, extreme heat, and wet or humid conditions	_____	_____	_____	_____
Works near moving mechanical parts	_____	_____	_____	_____
Works in high precarious places, underground, or confined spaces	_____	_____	_____	_____
Flying debris or airborne particles	_____	_____	_____	_____
Fire, smoke, fumes, gases, or noxious odors	_____	_____	_____	_____
Toxic or caustic chemicals, aerosols, liquids, solvents or oils	_____	_____	_____	_____
Risk of electrical shock	_____	_____	_____	_____
Works with explosives or risk of radiation	_____	_____	_____	_____
Vibration	_____	_____	_____	_____
Extreme illumination	_____	_____	_____	_____
Low noise level (Normal voice tones)	_____	_____	_____	_____
Moderate noise level (Raised voice levels)	_____	_____	_____	_____
High noise level (Shouting/ear protection may be needed)	_____	_____	_____	_____

The information listed above reflects minimum standards and illustrations of the various types of work that may be performed. The omission of specific job functions, requirements or tasks does not exclude them from the job if the work is similar, related or a logical extension of the work assigned.

This job description does not constitute an employment agreement between the employer and employee.

Recommended Approval:

\_\_\_\_\_   
 Department Director

Reviewed Approval:

\_\_\_\_\_   
 Human Resources Management Director

Approved:

\_\_\_\_\_   
 Village Manager

Effective Date: \_\_\_\_\_

Revision Date: \_\_\_\_\_