



Title: Manager, Revenue

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to supervise the activities of the revenue center operation, prepare accounting reports, and serve as the Finance liaison. This is accomplished by managing the supervision and scheduling of fare collections, safeguarding and transporting of transit fare revenue, supervising the processing, balancing, reconciling, accounting and depositing of revenue, supervising the selling, distributing, and collecting of revenue from ticket and pass sales, negotiating transfer/contract agreements, and providing management with costing and projection analyses. Other duties may include investigating complaints, reviewing variances and malfunctions, attending meetings, and monitoring and evaluating the work of others.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	(L) Light Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	(M) Medium Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	(H) Heavy Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	H	Supervises the activities of the revenue center by planning, prioritizing, assigning, and reviewing work of Revenue Center staff, meeting with staff regarding any inconsistencies or abnormalities, coordinating staff training and implementing progressive discipline as needed, assisting in the lifting of fare boxes and coin bags, preparing accounting and statistical reports, and providing revenue projections and analysis interpretations to the CFO and Executive staff for fee structure decisions.	20 %
2	L	Manages and coordinates all fare media outlets by meeting with outlet representatives, coordinating all communications with fare media outlets, and monitoring sales activity through media outlets.	15%
3	L	Coordinates the negotiation and management of inter-agency agreements and cooperative fare programs by meeting with agency representatives, preparing IPs for Board review, conducting presentations to the Board as needed, and monitoring the activities as outlined in the agreement.	20%
4	L	Serves as the Finance liaison on revenue projects by resolving inter agency revenue issues with external jurisdictions, overseeing and serving as the departmental expert on fare modeling activity, coordinating information requests, attending meetings, and facilitating presentations for internal and external groups.	20%



5	L	Develop and implement revenue policies, procedures, and guidelines. Review compliance with existing revenue control policies and procedures. Implement suggested recommendations for revenue control improvements. Evaluate operational revenue control weakness and modify and create new procedures. Respond to internal/ external audit findings, report on status, and coordinate implementation. Perform related duties as assigned.	15%
6	L	Administer fare implementation/administrative team to ensure continuity across departments/stakeholders. Ensure ideas are developed, implemented and maintained in accordance with District policy/procedures and if necessary, that new policies are created and implemented. Ensure all impacted departments/employees are trained in new methods/policies.	10%

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Accounting, Finance, Business Administration, Public Administration or a closely related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of five (5) years of experience in a cash handling revenue collection, or a similar financial area, including two (2) years of supervisory experience.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.



Budget Responsibility	Position has moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Math	Advanced - Ability to apply fundamental concepts of theories; work with advanced mathematical operations methods and functions of real and complex variables. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Writing	Advanced - Ability to write editorials, journals, speeches, manuals, or critiques. Ordinarily, such education is obtained in at the college level or above. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
<ul style="list-style-type: none"> • District policies, procedures and functions, and the laws, ordinances, rules, regulations and codes applicable to the functional areas assigned. • Theories, principles, and practices of business and public finance. • General business, marketing, and financial practices and principles. • Internal control theory and auditing concepts, practices, and principles. • Economic, financial, and accounting principles and practices. • Financial markets, banking, and the analysis and reporting of financial data. • Principles, practices, and techniques related to revenue collection, counting, processing, and reporting. • Principles and practices of general accounting and auditing. • Data collection and analysis methodology. • Principles of supervision, training, motivation, counseling, and discipline. • Hardware and software commonly used in the collection of fare box revenue data. • Cash collection equipment. • Fraud and theft control techniques and countermeasures. • Principles and practices of budgetary development, administration, and control. • Legal codes, government regulations, and agency policies. • Mathematics, actuarial theory, and investment rates of returns. • General management and leadership principles and practices. • Correct English usage and grammar.



SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software. • Specialized software related to functional area.

ABILITIES
<ul style="list-style-type: none"> • Gather, assemble, analyze, and evaluate financial information and make strategic analyses, and financial projections. • Interpret and apply laws, rules, and regulations impacting District’s finances. • Analyze and resolve a variety of complex financial, administrative, and operational issues. • Communicate effectively, both orally and in writing. • Develop infrastructure to capture relevant operational information used to project cash flow. • Evaluate and implement financing strategies for the District's current and long-term needs. • Implement appropriate software program to automate and streamline recording and reporting requirements. • Analyze and evaluate financial information to determine possible areas of fraud or theft. • Analyze and evaluate cash collecting and processing methods, and implementation of improved hardware, software, and procedures. • Organize, implement, and direct revenue services operations and activities. • Establish and implement policies, procedures, and guidelines. • Define problem areas, and develop and recommend effective courses of action • Develop and revise current practices and procedures related to financial reporting. • Refine business practices to better control the inflow and outflow of cash. • Maintain accurate records and files. • Update department and staff on operational changes. • Deal with difficult people and customers. • Effectively present information and respond to questions from employees and customers. • Select, supervise, train, motivate, evaluate, counsel, and discipline staff. • Direct and coordinate the work of subordinate staff. • Verify the accuracy of financial data, reports, and other information. • Prepare and control a budget. • Write clear and concise reports. • Establish and maintain cooperative relationships with those contacted in the course of work.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-

Sedentary	Light	Medium X	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	Making presentations; observing work site; observing work duties; communicating with co-workers
Sitting	F	Desk work; meetings; driving
Walking	F	To other departments/offices; around work site
Lifting	O	Supplies; equipment; files
Carrying	O	Supplies; equipment; files
Pushing/Pulling	O	File drawers; equipment
Reaching	O	For supplies; for files
Handling	O	Paperwork; monies
Fine Dexterity	F	Computer keyboard; telephone keypad; calculator; calibrating equipment
Kneeling	R	Filing in lower drawers
Crouching	R	Filing in lower drawers; retrieving items from lower shelves/ground
Crawling	R	Under equipment; inside attics/pipes/ditches
Bending	O	Filing in lower drawers; retrieving items from lower shelves/ground; making repairs
Twisting	O	From computer to telephone; getting inside vehicle
Climbing	F	Stairs; step stools; onto equipment
Balancing	R	On ladders; on equipment; on step stools
Vision	F	Reading; computer screen; driving; observing work site
Hearing	F	Communicating via telephone/radio; to co-workers/public; listening to equipment
Talking	C	Communicating via telephone/radio; to co-workers/public
Foot Controls	O	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Calculator, fax machine, computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	O
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	W
Extreme Temperatures	D
Noise and Vibration	D
Wetness/Humidity	S
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	O
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	P
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.