

CIVIL SERVICE COMMISSION
WATERBURY, CONNECTICUT

OPEN COMPETITIVE EXAM #1960

OPEN COMPETITIVE EXAMINATION FOR: REVENUE COLLECTION MANAGER

Salary: \$ 81,574.53~ \$ 93,228.04 per yr.

FRINGE BENEFITS: Choose from three available health insurance plans (employee contributions vary) Prescription Drug Rider, Dental Plan; Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation; paid Sick Leave; Personal Days.

LAST DAY FOR FILING APPLICATIONS

Applications, which may be obtained at the Civil Service Office, or by visiting our website at www.waterburyct.org will be accepted at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 by 4:50 p.m. on:

May 20, 2011

IMPORTANT:

1. **Veterans** - Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. **Residents** - Residency points shall be added in accordance with the amendment to the Civil Service Ordinances dated March 18, 2011. Proper documentation and proof of residence must be submitted no later than the closing date for applications.

EXAMPLES OF DUTIES: Plans, organizes and directs all work (preparation, distribution, collection, etc.) involved in the established bill issuance and collection cycle to insure timely and accurate billing, payment and accounting of assessed taxes, and parking tickets. Performs analysis of collections and delinquencies necessary to prepare reports for submission to the Finance Director and Mayor's Office upon request and prepares required reports and data extracts for submission to the Board of Aldermen. Works with the Delinquent Tax Manager to administer the alias tax warrant and tax sale auction process.

Monitors records of delinquent taxes; arranges and approves payment plans for tardy taxpayers; initiates enforcement procedures against delinquent non-payers, in consultation with the Finance Director and Corporation Counsel. Prepares and files certificates of lien for the continuance of liens.

Formulates and prescribes policies, work methods, and procedures for subordinates in the collection of property tax and other revenues. Supervises all activities within the revenue collection function, including customer service activities. Personally supervises subordinate personnel as assigned. Evaluates current work processes within the Office of Revenue Collection; develops improvements to existing processes to improve effectiveness and efficiency, and implements process improvements. Works in cooperation with Utility Controller as defined by City Charter. Evaluates, makes recommendations, and implements computerized systems within the Office of Revenue Collection. Establishes and directs a formal training program for staff within the Office of Revenue Collection. Establishes and directs a formal customer service operation within the Office of Revenue Collection. Develops an annual customer communication plan to improve communication with taxpayers and other external customers. Implements technological improvements to improve customer service.

Develops key performance indicators and operating metrics used to measure the success of the Office of Revenue Collection in meeting goals and performance benchmarks.

Develops staffing and resource plans and prepares, monitors, and evaluates an annual budget for the office.

Does related work as required.

REQUIRED KNOWLEDGES, SKILLS AND ABILITIES: Thorough knowledge of modern revenue billing and collection principals and practices. Ability to plan and supervise complex tasks involving large amounts of data. Thorough knowledge of Connecticut state tax collection laws and regulations. Working knowledge of lien processes, alias tax warrant and tax auction sale processes, bankruptcy laws and regulations as they relate to municipal taxes, usage fees and other revenues. Ability to lead, motivate, and supervise professional and clerical staff. Ability to establish and maintain effective working relationships with superiors, associates, members of City boards, other agencies and the general public. Ability to give clear, concise written and oral instructions and work effectively with staff, superiors, agencies and the general public. Ability to analyze work processes and procedures and to design new, more efficient or effective processes. Ability to use computerized financial systems, tax collection systems, operating on a variety of platforms. Ability to prepare MS Excel spreadsheets.

IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE:

Associate's degree from an accredited college or university in Business Administration, Accounting, or closely related field and Certification as a Connecticut Municipal Tax Collector, plus five (5) years of progressively responsible supervisory experience in the tax assessment, tax collection, revenue collection, banking, or financial services field.

OR

Bachelor's degree from an accredited college or university in Business Administration, Accounting, or closely related field, plus Five (5) years of progressively responsible supervisory experience in the tax assessment, tax collection, revenue collection, banking or financial services field.

NOTE: Any individual who is minimally qualified by a bachelor's degree, and subsequently hired without certification, shall obtain such certification as a Connecticut Municipal Tax Collector within 24 months from their date of hire.

- This position is covered under the written agreement between the City of Waterbury and the Waterbury Municipal Administrators Association Union. The Parts and Weights for this examination will be determined prior to conducting the exam.
- Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination.
- **APPEAL PROCESS:** An applicant may appeal a notice of rejection of his/her application to the Civil Service Commission within seven (7) days of receipt of such notice. Please notify the Civil Service Office of a change in address. Notification will be mailed to the address written on your application.

THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER

04/29/2011/emc

E.O.E. M/F/H/V