

Class Code:  
Approved by City Council:

City Hall Unit  
Non-Exempt

## **CITY OF FONTANA BUSINESS LICENSE TECHNICIAN**

**DEFINITION:** Under general supervision, this position is responsible for technical work involving the identification, billing, collection and auditing of City revenues, including, but not limited to, the City's business tax, transient occupancy tax and utility user's tax. Work is generally performed in the office, but may include, field work, and requires daily contact with businesses, the general public, city officials and other City Departments.

**ESSENTIAL FUNCTIONS:** The incumbent must have the ability to:

- Conduct the business license tax collection activity through public contact and field inspections, involving initiation of delinquency notices, phone collections; processing and collecting transient occupancy taxes; and processing, collecting and issuing yard sale permits.
- Coordinate the scheduling and completion of work by determining operational priorities and resolving work load issues; inspecting work for accuracy and completeness; evaluating work techniques and methods for conformance to established work standards; propose changes to work methods and provide training as required.
- Respond to inquiries from the public and other City Departments; provide explanations of the City Business License Tax Ordinance and related departmental policies and procedures; lead and participate in the receipt of applications and fees; investigate and resolve complaints.
- Initiate correspondence to businesses regarding compliance with the City Business License Tax Ordinance.
- Lead and participate in field enforcement and maintenance of records relating to business license tax accounts.
- Assist in the development of business license goals and objectives, budget and recommend the handling of business license tax matters, including ordinance revisions.
- Exercise some level of functional supervision.
- Accept payments and issue receipts for various payments from other City departments.
- Prepare daily cash summaries; balance daily cash monies received and assign to proper accounts, reconcile deposits to daily activity and balance cash drawer.
- Record, reconcile and maintain an updated listing of collections, as related to accounts receivables, liens and fees; prepare daily banking deposit activity; and prepare miscellaneous billings.
- Receive, sort and process information associated with sales tax cards.

- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Perform any other tasks or functions deemed necessary to the daily operations of the employer.

**THE ABOVE LIST OF ESSENTIAL FUNCTIONS IS NOT EXHAUSTIVE AND MAY BE SUPPLEMENTED AS NECESSARY BY THE EMPLOYER.**

**WORKING CONDITIONS:** Position requires prolonged sitting, standing, walking, reaching, turning, kneeling, bending and squatting in the performance of daily office and field work activities. This position also requires grasping, repetitive hand movement and fine coordination in preparing reports and data, using a computer keyboard. Additionally, position requires near and far vision in reading correspondence and using the computer. Acute hearing is required when providing phone and counter service. The nature of the work requires the incumbent to drive motorized vehicles and often work with constant interruptions.

#### **EXPERIENCE AND TRAINING GUIDELINES**

A combination of experience and training that would provide the required knowledge is qualifying. The incumbents must have knowledge of :

- Municipal Business License Tax collection rules, regulations and procedures.
- Modern office procedures, methods, computer equipment and related software.
- Principles and procedures of record keeping.
- Business English and mathematical principles.
- Business correspondence composure and report preparation.

**EXPERIENCE/EDUCATION:** Three years of Municipal Business License Tax collection which included some statistical and financial record keeping. Experience with HDL Business License Tax software is highly desirable. Education: completion of the twelfth grade or GED supplemented by college level coursework in business/public administration, finance or accounting. A Bachelor's Degree is preferred.

**LICENSES AND/OR CERTIFICATIONS:** Possession of, and continuously throughout employment, a valid CA Class "C" Driver's License. Registration with the California Municipal Business Tax Association as a Certified Revenue Officer is desirable.