

Job Title: **Revenue Service Representative**

Division: Finance

Status: Full-time

Salary Range: \$37,033-\$40,879



Job Description: see below

Candidates should submit cover letter and resume to Human Resources Director Sherry Lewis via email at lewiss@huntingtonwv.gov. They may also apply in person at City Hall, Room 145 – HR Office, or complete the online application at www.cityofhuntington.com. Applications/resumes will be received through the close of business on Tuesday, May 5, 2026. EOE

REVENUE SERVICE REPRESENTATIVE

Job Category: AFSCME Bargaining Unit

Department: Administrative & Finance

Division: Finance

Job Code No.: FIN-12

Pay Grade: C8

FLSA Status: Nonexempt

NATURE OF WORK

This is accounting and clerical work in the maintenance and review of all forms of revenue and involving application of basic office principles and practices in the collection and receipting of a variety of monies and payments within the Finance Division. Job tasks include the application of basic office and bookkeeping principles and practices within the limits of the established accounting system. Work involves responsibility for performing accounting and auditing work under the direction of the Revenue Manager and responsibility for preparation of periodic and special fiscal analysis. Work requires the application of basic accounting knowledge and skills in dealing with work problems and is normally reviewed at completion for overall standards of performance in periodic audits. An employee in this class is responsible for the collection of money and payments for taxes, fees, tickets, etc. Work requires the operation of an adding machine, computer and other office equipment. Supervision is received from the administrative superiors who review technical tasks closely but allow independence in the performance of routine tasks, which are evaluated on timeliness and accuracy of work production. The employee reports to the Revenue Manager. The employee receives daily assignments from the Revenue Manager who is responsible for scheduling of duties of all Revenue Service Representatives.

MINIMUM QUALIFICATIONS

Graduation from high school or GED, supplemented by business courses; experience in public or governmental accounting and auditing procedures; or any equivalent combination of education and experience.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Receives, counts and verifies money for service fees, taxes, bills, tickets, permits, accounts, etc., in person and by mail; issues receipt of statements, tickets, etc.; receives credit card payments.
- Cashes checks, makes change; verifies and balances receipts, payments and petty cash as required.
- Enters service fee payments and adjustments into computer and processes all mailing for the same; enters Business and Occupation (B&O) Tax and License information into computer.
- Enters contractor data into computer; compares job costs with gross receipts.
- Processes mail for service fees, B&O Tax, Business License Tax and deposit and receipting.

- Responsible for maintenance of accounts receivable journals and billing registers for service fees.
- Enters information on computer-based software spreadsheets.
- Receives and counts tickets for HMPB parking lots.
- Receives and counts summons for Municipal Judge's Office.
- Answers routine questions; performs routine clerical work; answers the telephone.
- Works with residents regarding inquiries about service fees and resolves any billing problems.
- Performs customer service duties when necessary.
- Maintains payment/adjustment edits and update registers.
- Maintains balance of controls with Revenue Manager.
- Assists management in planning and implementation of system enhancements.
- Issues licenses for businesses operating within City limits and various other licenses for bicycles, vending machines, etc.
- Assists in processing of B&O tax returns and payments; assists in filing B&O tax returns; keeps tracks of liens and places the data on spreadsheets.
- Assists in collection of past-due B&O and City service fee; assists in licensing procedures for new and existing businesses; prepares manual service fee bills as necessary for new residents and others.
- Enters new resident information on computer for refuse fees; enters new property owner information on computer for municipal fees.
- Communicates with County Assessor's Office and County Sheriff's Office concerning property owners for service fees and setting up B&O accounts for rental property.
- Verifies ownership through title search utilizing various sources of information at the County Courthouse.
- Processes health permit billing.
- Updates and implements SIC codes.
- Responsible for maintaining and labeling files, purging files and closing accounts.
- Responsible for filing of gross receipts and accounting system information.
- Audits, records and reports financial information and data for various service fees accounts; verifies information on accounts for accuracy, i.e., name, mailing address and square footage.
- Runs check digits for service fee adjustments for verification by the Revenue Manager; enters payments and adjustments and reviews voided master list; processes return mail and credit bureau letters; calculates and mails intermittent billings.
- Balances service fees on a daily basis with revenue account; responsible for balancing all service fees prior to billing process.
- Reconciles service and licensing fees receipted into accounting software daily prior to submission for deposit.
- Maintains service fee registers, i.e., charges, penalties, adjustments, payments, etc.
- Responsible for keeping track of investigations of service fee accounts.
- Computes fees assessable against taxpayer based on information reviewed and analyzed from City financial records.
- Coordinates with the City's Legal Department on payment plans; processes settlement checks.
- Makes contact with citizens to discuss various municipal regulations and to resolve matters in question or discrepancies.
- Checks validity and accuracy of records.
- Operates various office equipment.
- Maintains filing for all revenue and fee sources.
- Promotes courtesy and professionalism throughout the City of Huntington.
- Other duties as assigned.

NECESSARY KNOWLEDGE SKILLS AND ABILITIES

- Knowledge of basic accounting principles and methods relevant to governmental and service fee accounting systems.
- Knowledge of modern office practices, procedures, equipment, data processing and standard clerical techniques.
- Knowledge of City tax and fee ordinances.
- Some knowledge of basic bookkeeping principles and practices and of their application to collection transactions.
- Skill in the operation of an adding machine, computer, fax machine, receipt machine and other office equipment.
- Ability to maintain routine financial records or to check routine transactions, and to prepare clerical and routine financial reports.
- Ability to apply accounting principles to the maintenance of fiscal and accounting records.
- Ability to perform detailed work involving written and numeric data and to make arithmetic calculations rapidly and accurately.
- Ability to make and verify financial computations with accuracy and at a reasonable rate of speed.
- Ability to understand and follow verbal and written instructions.
- Ability to communicate effectively, both verbally and in writing.
- Ability to establish and maintain effective working relationships with City officials, employees and the public.
- Ability to handle confidential information and matters in a discreet and professional manner.
- High mathematical aptitude.

TOOLS AND EQUIPMENT USED

Telephone, computer, adding machine, receipt machine and copy/fax/scanning machine.

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. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects and to reach with hands and arms. The employee is frequently required to sit, stand, walk, talk, see, hear and smell. The employee may occasionally lift and/or move up to 40 pounds.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. The noise level in the work environment is usually moderately quiet.

SUMMARY

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description is subject to change by the City as the need arises.