



DEPARTMENT OF
**HUMAN
RESOURCES**

City of Richmond
Program and Operations Manager*

SALARY	\$83,446.00 - \$133,293.00 Annually	LOCATION	Richmond, VA
JOB TYPE	Full-Time	JOB NUMBER	25M00000047
DEPARTMENT	Finance	OPENING DATE	05/12/2023
CLOSING DATE	6/5/2023 11:59 PM Eastern		

Description

The City of Richmond Department of Finance is seeking a highly qualified, experienced, and detail oriented customer service professional to fill the position of Program and Operations Manager. The incumbent will be responsible for managing three units: Real Estate Tax Relief, Business & Personal Property Tax Assessment Unit, and Audit & Tax Enforcement Unit. Incumbents will oversee daily operations and direct work flow; conduct, attend, and participate in departmental staff meetings and meetings with other departments, city leadership, and citizens; review, prepare, and submit reports; assist in contract negotiations; develop, implement, and monitor policies and procedures; oversee correspondence; manage budgets and approve expenditures; and manage personnel.

Duties include but are not limited to

The Program and Operations Manager will be responsible for the following duties:

Manages Three Units:

- o Real Estate Tax Relief for the Elderly & Persons w/ Disabilities
- o Business & Personal Property Tax Assessment Unit
- o Audit & Tax Enforcement Unit

Ensure Establishment of:

- o Revenue Administration Departmental and Unit Goals
- o Responsible for Policy & Procedures, and SOP Standard Operating Procedures
- o Departmental Monthly Staff Meetings with Deputy Director

Involvement of RVAPAY Project

Oversee

- o Management & supervisory duties, recruiting, hiring, training, shadowing and evaluating
- o Evaluate and analyze reports, manage budgets, gather information at a moment's notice, prepare and research information within the hour
- o Oversee Revenue Administration Programs (example)
 - Tax Relief for the Elderly & Persons With Disabilities
 - Business License Incentive Program
 - Community Involvement

- o Daily and constant communication with Management and Supervisory staff
- o Prepare and submit reports (monthly and Ad-Hock as needed)
 - o Manage DMV Contracts (three separate contracts, due every two years at different intervals)
 - o Operational functions within the various units
 - Billing Functions:
 - Real Estate Billing
 - Personal Property Billing – Once a year
 - Business Personal Property
 - Updates on various forms for Business & Personal Property Tax Assessment Unit (BPOL Application, ALM Coupons, Business License, BL Renewal, etc.)
 - Bank Franchise
 - Daily Rentals
 - New Incentive Program

Qualifications, Special Certifications and Licenses

KNOWLEDGE, SKILLS, AND ABILITIES:

The incumbent will have knowledge (or some combination of knowledge in) accounting, budgeting, and accounts payable/receivables. Considerable knowledge with computer programs such as Microsoft Office Suite; data analysis, data management, and electronic databases and related software applications. Additionally, the incumbent will be skilled in communicating and coordinating with various internal and external departments, creating and implementing policies and procedures, and gathering and interpreting data routinely. The ideal candidate will be adaptable and able to think critically to organize, multitask, and problem solve.

MINIMUM TRAINING AND EXPERIENCE:

- Bachelor's degree in business, accounting, finance or public administration or field related to assignment;
- Six years of journey-level professional experience in area related to assignment;
- Two years of supervisory experience;
- A Master's degree in Business or Public Administration or field directly related to assignment is preferred.
- An equivalent combination of training and experience (as approved by the department) may be used to meet the minimum qualifications of the classification.

LICENSING, CERTIFICATIONS and OTHER SPECIAL REQUIREMENTS:

- Some positions may require a FMP (Facilities Management Professional) designation.
- Some positions may require a CFM (Certified Facility Manager) certification or the ability to attain a CFM certification within 12 months of appointment.

Agency

City of Richmond

Address

900 East Broad Street
Suite 902
Richmond, Virginia, 23219

Phone

(804) 646-5660
804-646-5660

Website

<https://www.rva.gov/>

Program and Operations Manager* Supplemental Questionnaire