

City of Baltimore
Department of Finance

CHIEF, BUREAU OF REVENUE COLLECTIONS
Salary: \$93,000 - \$147,000

The Baltimore City Department of Finance seeks candidates with demonstrated leadership and management ability to serve as the Chief for the Bureau of Revenue Collections. The Chief is responsible for overseeing the City's programs to collect taxes and other revenues. The Bureau consists of approximately 130 positions with an annual operating budget of \$7 million. Work involves managing the activities of several work units including billing, customer service, cash processing, parking fines, lien processing, property transfer, tax sale, refunds/overpayments, business licensing, and delinquent accounts. Excellent communication and management skills, strong work ethic, and working knowledge of electronic payment processing, billing and collection methods, customer service, operational analysis, and quality assurance are desired.

The successful candidate shall also have demonstrated:

- ability to develop effective working relationships across complex business processes,
- ability to support process improvement and information technology changes/updates with good skills with the Microsoft suite,
- flexibility to changing work demands,
- strong analytical and problem solving skills, and a
- willingness to work extended hours when needed.

DESIRABLE EDUCATION AND EXPERIENCE: A bachelor's degree from an accredited college or university including coursework in business administration and management and six years supervisory experience with billing, collection, and customer service personnel. A master's degree in business administration may be substituted for two years of the experience requirement.

Salary will be commensurate with education and experience.

Interested candidates should submit a cover letter and resume, which specifically addresses the experience relevant to this position.