MAJOR FUNCTION

This is responsible administrative, technical, supervisory, and public contact work assisting in directing the activities of the Utility Accounts Division, which includes overall operations and management of the automated utility billing/management information system (CIS). The work is performed under the general administrative direction of the Utility Accounts Administrator; however, the employee is expected to exercise independent judgment and initiative in the performance of daily duties. Major changes to policies and procedures are subject to the approval of the division director. Work is evaluated through observation, conferences, examination of pertinent records, reports, and by results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Assists in the direction of Utility Accounts' activities and functions which include: customer accounting, billing, and reporting; meter reading, scheduling, route design and restructuring; utility diversion investigation and prosecution; and customer rebates. Directly responsible for CIS administration, security, reporting, maintenance, coding, rate tables, scheduling, service order processing, integrity, and policies and procedures manual. Maintains internal controls that safeguard the City's resources, reliability of financial information, and compliance requirements. Consults with systems analysts, and assists in the development and/or modification and testing of CIS software programs. Prepares annual budget, and monitors and approves monthly expenditures. Assists in the development, implementation, and monitoring of an annual work plan for the division. Delegates and schedules staff to specific projects. Prepares various reports relative to policy changes, and organizational and operational needs. Attends meetings relative to the operation of the division. Researches, develops, and provides information for demographic analyses and utility rate studies. Recommends the hire, transfer, promotion, grievance resolution or termination of employees. Conducts performance evaluations and recommends approval of merit increase. Performs related work as required.

Other Important Duties

Completes special projects as assigned. Performs related work as required.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Considerable knowledge of the City's utility services policies and procedures, functions, and organization. Considerable knowledge of the operations and procedures involved in utility billings, meter reading, and utility diversion. Considerable knowledge of automated information systems as applied to multi-service utility customer billing, accounting and reporting. Considerable knowledge of modern office management practices and techniques. Considerable knowledge of generally accepted accounting principles. Considerable knowledge of the principles and practices of utility rate design and structure and their practical applications. Ability to prepare comprehensive reports and to communicate effectively, orally and in writing. Ability to supervise employees in a manner conducive to high performance and good morale. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to deal effectively with the public under trying and difficult circumstances. Ability to perform and understand complex mathematical functions. Ability to carry out complex oral and written instructions. Skill in the use of computers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in public or business administration, accounting, finance, information systems, or a related field and four years of professional experience in utility billing, accounting systems operations, or advanced professional accounting; or an equivalent combination of training and experience. A CPA or CMA Certificate may be substituted for one year of the required experience.

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01-17-90
04-13-04*
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