



JOB DESCRIPTION

Job Title: Utility Office Manager
Department: GMSA
Classification: Non-exempt
Pay Grade: Grade 13 – Steps 1-20
Salary Range: \$34,797 - \$55,594
Reports to: City Treasurer
Date Updated: July 2016

SUMMARY

Under the administrative supervision of the City Treasurer and working closely with the Public Works Director, the Utility Office Manager is responsible for overseeing the day-to-day operations of the Utility office, as well as organization, effectiveness, and efficiency of the Utility Office.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES

An employee in this position may be called upon to do any and or all of the following essential functions. These examples do not include all the duties which the employee may be expected to perform.

- Customer Service - handling complaints and inquiries
- Problem analysis, problem solving and decision making
- Assign and monitor responsibilities & tasks among Utility Clerks
- Co-ordinate office staff activities to ensure maximum efficiency
- Evaluate and manage staff performance
- Coach, mentor and discipline office staff
- Identify and organize training programs for staff
- Oversee adherence to policies and procedures
- Ensure policies and procedures are being applied consistently to all
- Analyze and monitor internal processes and procedures
- Suggest procedural and policy changes to improve operational efficiency
- Prepare and approve payroll time sheets
- Monitor and minimize staff overtime
- Coordinate staff leave time
- Handling daily clerical tasks. This would include: answering the phone, waiting on customers, entering payments, balancing out the drawer, and making deposits.

- Order and maintain office supplies
- Monitor department budget and expenses
- Work with the City Treasurer in overall planning, organization and management of all aspects of utility office operations, including general administration, budgeting, and policy development.
- Work closely with Public Works Director and GMSA Service men in coordinating meter reading, new service installation, utility outages, etc.
- Processing RW#6 and RW#9 Monthly Reports
- Month End Reporting
- Monthly Gas Invoices
- Monthly Sales Tax Reporting
- Monitor & coordinate with the Collection Agency
- Performs other related duties as assigned by the City Treasurer.

PERIPHERAL DUTIES

- Keep records of sewer backups, sewer clean out and backflow prevention devices
- Keep records of new services - when paid for, when installed, etc
- Abides by all standards, conduct and policies, as stated in the Personnel Policy and Procedures Manual
- Any and all duties of the Utility Clerks, when necessary

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.

QUALIFICATIONS

Education, Licensure, or Certification

- High School Diploma or GED

Experience, Specialized Knowledge, and Other Requirements

- Leadership or Management Experience
- Accounting Experience
- Account reconciliation
- Experience with Microsoft Word, Excel and Outlook

Knowledge, Skills and Abilities – With or without accommodations

- Computers
- Ten Key
- Effective communication skills – verbal and oral
- Problem analysis and assessment
- Good judgement and problem solving skills
- Decision making skills
- Planning and organizing skills
- Work and time management skills

- Attention to detail and high level of accuracy
- Delegation of authority and responsibility
- Information gathering and monitoring
- Coaching skills
- Initiative
- Adaptability
- Teamwork and collaboration

Physical

- Has ability to perform physical activities such as sitting, standing, walking, talking, bending, reaching, grasping; uses hands repetitively to handle, feel and operate standard office equipment and computers;
- Has the potential of occasionally lifting up to 20 pounds
- Has normal eyesight and depth perception, with or without correction
- Hears normal tones, with or without correction
- Has ability to work within environment described below

Cognitive

- Ability to listen, understand, read, write and communicate information
- Ability to add, subtract, multiply, and divide whole numbers, fractions, and decimals
- Knowledge of algebra, geometry, calculus, statistics, and their applications
- Ability to use logic and reasoning to identify appropriate solutions or approaches to problems
- Ability to plan, negotiate, direct, control, and monitor other activities
- Ability to establish and maintain effective working relationships with subordinates, peers, superiors and the public

The physical and cognitive demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

While performing the duties of this job, the employee regularly works inside under typical office conditions. The employee regularly sits for extended periods. The noise level in the work environment is usually quiet.

SUMMARY

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

I have read and understand my duties described above.

Employee

Date