

CITY of AZTEC JOB DESCRIPTION

Job Title: Business Office Supervisor
Department: Utility Administration
Shift: **40 hours Monday-Thursday**
Pay Plan: Level 15 \$23.29/HR
Exempt: No
Reports To: Finance Director
General Direction From: Finance Director
Position Closes: **Open Until Filled**

PURPOSE & NATURE OF JOB

This is a skilled, supervisory, clerical, and financial position in the Utility Department. This position is responsible for the timely, accurate and efficient operation of the Utility Business Office, regarding billing, receipting, customer service, issuing business and liquor licenses, and park reservations for the City. Extensive contact with the general public, both by telephone and in person.

ESSENTIAL DUTIES

SUPERVISORY DUTIES

Supervises, executes performance evaluations, reprimands and manages all office staff. Responsible for assigning work to staff; and the training of office staff. Creates all schedules for meter reading, billing, bank drafts, and employees and any other schedule related to the Utility Business Office.
Prepare Bank Deposits

PUBLIC CONTACT/CUSTOMER SERVICE DUTIES

Assists customers who have questions, concerns, and resolves customer conflicts. Accepts customers' payments, posts to customer accounts and balances cash drawer. Assists customers in completion of service applications, contracts, and forms. Processes service work orders and account transfers. Sets up payment arrangements with customers; ensures compliance. Acts as liaison between Utility Business Office, and all City Departments, City Officials, contractors, builders, inspectors, and vendors. Attends Commission meetings and workshops; speaks on behalf of Utility Office related items.

BUDGET DUTIES

Prepares and amends the Utility Administration budget, monitors general ledger accounts, verifies funds for expenses, prepares purchase orders for payment of invoices. Request quotes from vendors, assist in RFP processes when necessary. Prepares bank deposits and delivers bank deposit to night depository at the bank.

BILLING DUTIES

The City of Aztec is an Equal Opportunity, Reasonable Accommodation Employee.
Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Ensures all steps in the billing processes are completed, accurately and in a timely fashion.
Maintains billing rates within utility billing software.
Prepares billing for customers and for specialized key accounts.
Loading and unloading meter reading devices edits, prepares meter reports for staff review.
Prepares for billings, late charges and adjustments, delinquent notices and shut offs.
Collection on non-payment on final billed accounts.

OTHER DUTIES

Creates and maintains spreadsheets, prepares reports and correspondence.
Maintains specific software and equipment related to utility billing, meter reading devices, bulk water station, collections and other job-related software and equipment.
Serves as the Records Retention liaison for the Utility Business Office.
Responsible for the Business and Liquor Licenses, and Park reservations processes.
Performs other related duties as assigned.

RESPONSIBILITIES

Supervision: Supervises office staff. Responsible for scheduling and training office staff. Hires, completes performance evaluations, and reprimands.

Public Contact: Extensive contact with the general public, liaison between all City departments. Contact with City Officials; contractors; builders; and vendors.

Budget: Prepares department budget; processing invoices for payments; monitors G/L accounts and verifies funds for expenditures; requests quotes from vendors. Assists with RFP's related to Utility Office.

Other: Assumes duties of Utility Clerk I and II in his/her absence.

GENERAL INFORMATION

The duties/responsibilities listed 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.

MINIMUM JOB QUALIFICATIONS / REQUIREMENTS

- Must be able to pass a pre-employment physical and drug screen.
- Must have a valid driver's license.
- May be subject to random drug/alcohol testing as per city policy.

Education: High School Diploma or G.E.D. required.
Associate's degree in business administration or related field preferred and/or;

Experience:	<ul style="list-style-type: none"> • At least four (4) years job related work experience preferably in public utilities with increasing responsibility related to experience or any combination of education, training and work experience which provides the required skill sets to perform the essential duties of the job and including two (2) years administrative, supervisory and cash handling experience required.
Knowledge:	Word processing, databases, spreadsheets and selected job-specific software, utility rates, rules and regulations, ability to deal calmly with irate customers and make timely and sound decisions, to organize work, set priorities and meet critical deadlines, ability to perform standard arithmetic, including percentages and decimals, ability to speak effectively one to one, must have ability to maintain confidentiality, ability to take charge and initiate actions, ability to instruct and train staff.
Certificates/Licenses:	N/A
Recertification:	N/A
Use of Tools and/or Equipment:	Ability to operate standard office equipment including personal computer, 10-key calculator, copier/fax machine, in addition will need to have the ability to operate meter reading devices, 2-way radios.

WORK ENVIRONMENT

Physical Demands:	Work is performed in an office setting. Effort is minimal and is exerted only for short periods. Effort involves light lifting of tools, objects, and working materials. May involve light pushing, pulling, reaching, bending. Requires normal hearing and visual acuity. Frequently standing for short periods of time.
Hazards:	Minimum hazardous working conditions. Minor threat to health and/or safety. Generally adequate working conditions with minimum environmental conditions to assure comfort. Traveling in an automobile may be a regular part of the job.
Exposures:	Extensive contact with the general public and City Citizens.