

CITY of AZTEC JOB DESCRIPTION

Job Title: Business Office Supervisor
Department: Finance
Shift: Full time, 40 hours per week-Monday thru Thursday
Pay Plan: Level 15 \$24.04
Exempt: No
Reports To: Finance Director
General Direction From: Finance Director
Position Closes: Open Until Filled

PURPOSE & NATURE OF JOB

Works under the general guidance and direction of the Director of Finance. This position will supervise the daily activities and personnel of the Business Office. This person is responsible for organizing and communicating to all positions within the department.

ESSENTIAL DUTIES

- **Supervision:** Responsible for consistency and efficiency in office procedures performed by personnel within department. Scheduling and approval of leave requests by Business Office Clerks to ensure adequate coverage within the department. Review of office staff timecards to ensure accuracy. Recommends employee commendations, reprimands, and evaluations. Make recommendations on office procedures as needed.
- **Business Office Clerk:** Functions as additional Business Office Clerk in day-to-day operations of the office, as described in Business Office Clerk Job Description on an as needed basis, when staff are absent from work.
- **Customer Service:** Requires the knowledge and ability to make decisions based on policy that will serve in the best interest of the city regarding customer complaints and concerns, pertaining to the Business Office operations.
- **Meter Reading:** Responsible for meter reading equipment, software, and software upgrades, downloading and uploads of monthly meters for reading. Properly programmed meters to return correct data from the field to the customer billing interface. This includes various software via drive-by and fixed network for both water and electric meters.
- **Bulk Water Station:** Includes oversight of the software and setup of software at the city's bulk water station, customer setup for 24/7 bulk water delivery system, and monthly billings.
- **Utility Billing System:** Extensive understanding of the city's utility billing software as supervisor will be responsible for all applications and reports with the utility billing software, billing rate tables, analysis reports, customer accounts.

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- **Monthly Utility Billings:** Responsible for the oversight, accuracy of all utility billings making sure billings are completed in a timely manner. Submitting billing files via secure portal for printing billings off site.
 - **Late And Corrective Billing: Responsible** for the oversight, accuracy, and the timely processing of Late and Corrective Billings.
 - **Payment Arrangements:** Oversees utility customer payment arrangements according to policy, ensures customers' stay in compliance with the agreed upon arrangement.
 - **Disconnect Notices:** Oversees processing, printing, and preparation of disconnect notices on all delinquent accounts monthly for each cycle and for customers with extended payment arrangements daily.
 - **Non-pay Disconnects:** Oversees and reviews non-pay disconnect list for approval to proceed with disconnection, includes customers on extended payment plans. Follows up on disconnected services for payments and service reconnect work orders. Verifies disconnected utilities have not been illegally restored.
 - **General Fund:** Oversees posting of invoices and miscellaneous receipts to the general fund.
 - **Sewer Averages: Responsible** for the oversight of customer sewer averages.
 - **NSF Check Review: Oversees** the reversal process for payments returned by the bank and credit card company, notifying customers, reversing payments from customers account, and following policy for non-payment of the returned item and the policy for cash only status.
 - **LIHEAP (Low Income Home Energy Assistance Program and ERAP (Emergency Utility Assistance Program- State of NM)** Supervisor will be the contact person for the City of Aztec regarding State of New Mexico LIHEAP program. This includes the oversight of funds received on customers' behalf which are posted correctly to customer accounts, filing daily reports via the secure portal for such records.
 - **UAP (City of Aztec – Utility Assistance Program)** Supervisor will be responsible for the oversight and authorization of this city funded program. This responsibility included the oversight that authorized funds are posted and logged correctly to customer accounts and reconciliation of the funds are kept on a monthly/annual basis.
 - **Collections: Responsible** for the oversight of all collections pertaining to the utility accounts, review all final billed accounts to ensure the timely process of all unpaid final billed accounts are turned over to the collection agency for collections in a timely manner.
 - **Account Adjustments:** Will have the authority to make final decisions on utility account adjustments according to policy and if necessary, make recommendations to the Finance Director should there be a dispute regarding adjustments.
 - **Business and Liquor Licensing:** Oversees all aspects of business and liquor licensing to include compliance with city ordinances related to business and liquor establishments, annual license renewal of established businesses, recommends amendments to existing ordinances related to business and liquor licensing. Coordinates the approval of license applications with the Community Development Director with relation to building and zoning codes.
 - **Departmental Budget:** Assists the Finance Director in the preparation of the Business office budget. Responsible for ordering supplies, equipment, authorizes payments for purchases, monitors general ledger accounts verifying funds for expenses, requests quotes from vendors and assists in the Request for Proposals as necessary.
 - **Solid Waste Fund:** Responsible for reconciliation of monthly solid waste invoice, authorizing payment for monthly invoice and monitoring available funds, assisting the Finance Director preparation of annual solid waste budget.

- **Daily Reconciliation and Night Deposit:** Oversees daily reconciliation of cash receipts, reviews daily checkout and cash drawer balances for accuracy and ensures all funds received are deposited each night at the city's designated bank depository.
- **Communications:** Responsible for creating information brochures and documents for distribution via utility billings, social media related to utility operations, business licensing, solid waste, community clean-ups etc.
- **Park Reservations:** Oversees Park reservations for pavilions, special events agreements, cash receipting for all reservations, obtaining proper liability insurance when needed.
- **Develop Permits:** Responsible for calculating fees regarding utility and impact fees for residential and commercial development permits. Receipting those fees to the proper accounts.
- **Public Contact and Customer Service:** Assists customers having questions and concerns related to the business office operations. Acts as liaison for the Business Office Operations representing the city speaking to include but not limited to other city personnel, state employees, contractors, inspectors, customers, vendors, city officials. In addition, ensures that all business office staff obtain and maintain exceptional customer service skills, this includes training.
- **Safety:** Responsible for all safety inspections for the utility business office. Ensures employees receive the required annual safety training. Responsible for AED equipment making sure the equipment is operational and up to date with appropriate supplies.
- **Miscellaneous Invoicing:** Responsible for the insurance of miscellaneous invoicing for all departments within the city.
- **Archive Review: Review** of documents scheduled for destruction (work orders, general fund receipts, permits, customer applications, business & Liquor licenses, financial documents, etc.) destruction of documents as per State guidelines.
- **Other Duties:** Ability to create and maintain spreadsheets, prepare reports using excel and word, correspondence to various individuals and entities.

RESPONSIBILITIES

Supervision:	Performs as a first line supervisor. Is responsible for scheduling and assignment of work. Make recommendations or reviews and evaluation of staff.
Public Contact:	Extensive contact with the public, liaison between all city departments, contact with, but not limited to, city officials, city attorney, state employees, contractors, vendors, business owners and customers.
Budget:	Assists in preparing department budget, solid waste budget; prepares requisitions, processes invoices for payments; monitors general ledger accounts, verifies funds for expenditures; requests quotes from vendors, and assists with Request for Proposals related to Business office operations.
Other:	Ability to keep accurate records and to compile accurate data from records.

Ability to operate and use applicable software programs to compile reports and store data. This includes spreadsheet and word-processing software.

Able to communicate and maintain a good working relationship with co-workers. Must have exceptional customer service skills, strong problem-solving skills, decision-making abilities, and analytical skills are essential.

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, 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.
Experience:	Two years' experience in an office setting. Experience in accounts receivable and/or utility billing preferable
Knowledge:	Knowledge of bookkeeping and generally accepted accounting principles and procedures. Considerable knowledge of automated accounting functions.
Certificates/Licenses:	N/A
Recertification:	N/A
Use of Tools and/or Equipment:	10 Key Adding Machine Computer Copier Postage Meter Meter Reading Equipment

WORK ENVIRONMENT

Physical Demands:	Effort is minimal and is exerted only for short, intermitted periods. Effort involves light lifting of tools, objects and working materials. May involve light purchasing, pulling, reaching, bending. Requires normal hearing and visual acuity. Normally performs in seated positions. Occasional standing for short durations.
Hazards:	Minimum hazardous working conditions. Minor threats to health and safety. Generally adequate working conditions

with minimum environmental conditions to assure comfort.

Exposures:

Extensive contact with the public, liaison between all city departments, contact with, but not limited to, city officials, city attorney, state employees, contractors, vendors, business owners and customers.