

Operations Support Supervisor

Previous job description

Primary Reason Why Classification Exists

To perform a variety of para-professional and supervisory activities associated with supporting the activities of utilities operations.

Distinguishing Features of the Class

An employee in this class performs a variety of tasks ensuring the efficient operation of the Water and Sewer Department's field operations divisions. Focus of the work is on participating and facilitating the operations of the warehouse, taps, locations and assisting meter operations by establishing new accounts and ensuring proper account billing. Work is performed under the general direction of the Operations Manager and performance is evaluated on the basis of attainment of specific performance objectives, personal observation, feedback from department managers and employees.

Examples of Work

- Performs inventory accounting, purchase requisition creation and tracking; processing invoices using Laserfische; procurement card (Works) approval and proper budget coding for payment.
- Answers telephone or greets walk-in customers to respond to service issues, concerns or questions; creates work orders for field operations personnel to respond to potential problems.
- Oversees water and sewer tap application process; answers questions from realtors, contractors and homeowners regarding tap costs, water and sewer availability, receives and processes water and sewer tap applications; creates new accounts; reconciles meters to accounts for correct billing process; performs miscellaneous billing and bulk water sales billing.
- Creates and assigns work orders for locators from the NC 811 System (underground utility locator service); closes work orders upon execution.
- Reconciles water and sewer inventory on a monthly basis; ensures inventory is properly managed and recorded; supervises warehouse staff and ensures the
- Orders supplies, materials, uniforms, etc.
- Fills-in, as needed, and assists in other divisions of department.
- Performs other related tasks as required.

Knowledge, Skills and Abilities

- Thorough knowledge of water and sewer billing software programs and work order system and procedures.
- Ability to deal tactfully and courteously with the general public in explaining policies and procedures.
- Ability to establish and maintain effective working relationships as necessitated by work assignments
- Applicable knowledge of budgeting and accounts payable processes.
- Considerable knowledge of effective supervisory principles and practices and organizational personnel policies and procedures.
- Applicable knowledge of bookkeeping, accounting terminology, account coding and utility fee collections procedures.
- Ability to operate assigned equipment such as forklift, scissor lift and shop truck.
- Ability to develop and maintain effective working relationships with other divisions and departments, the public and employees.

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- Ability to communicate effectively in oral and written forms.
- Ability to maintain and prepare accurate records.

Education

- Graduation from high school or GED.
- Associate's Degree or Equivalent Educational Background in Accounting

Experience

Two (2) to four (4) years of related experience.

Physical Requirements

This is light work requiring the lifting of up to 10 pounds frequently and 20 pounds occasionally, and a negligible amount of force frequently or constantly to move objects. Physical activities include reaching, walking, grasping, and feeling. Effective verbal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; visual acuity is required for depth perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is subject to inside environmental conditions.

Working Conditions

Work is performed in an indoor environment and employee is not substantially exposed to adverse environmental conditions.

Special Requirements

- Valid driver's license
- Forklift Operator Certification within six months of hire date.

FLSA Status

Non-Exempt

Disclaimer

This classification specification has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to perform the job. The City of Hendersonville reserves the right to assign or otherwise modify the duties assigned to this classification.

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