

CITY OF  
WATERTOWN

POSITION DESCRIPTION

This job description has been prepared to assist in the evaluation of various classes of responsibilities, skills, and working conditions. It indicates the kinds of tasks and levels of work difficulty generally required of positions given this job. The principle duties and responsibilities enumerated are all essential functions except for supplemental duties and responsibilities. Supplemental duties are described beginning with the work "May". This job description is not intended to limit or modify the right of any supervisor to assign, direct and control the work of employees. Nothing contained herein is intended or construed to create or constitute a contract of employment between any employee or group of employees and the City. The City retains and reserves any and all rights to change, modify, amend, add to, or delete from any section of this description as it deems, in its judgment, to be proper.

Revised: 03/10/98, 09/27/00, 04/01/08, 11/02/11, 06092023

**Title:** ~~Billing Clerk~~ **Business Office Manager (Utilities Accounting Manager)**

**Department:** ~~Water~~ **Water, Wastewater & Storm Water Utilities**

**Pay Grade:** ~~Billing Clerk~~ **Request market comparison to Title listed,** **FLSA Status:** Non-Exempt Union

**General Summary:**

~~This position is responsible for processing and maintaining utility billing accounts; preparing monthly billing; preparing delinquent water bills to be placed on taxes; prepare information for PSC report to give to auditor; and ability to work overtime as needed.~~

**General Summary:**

~~This is a skilled and technical position whose primary duties involve: provides support and personal assistance to the Manager and utility staff by administering utility funds and requisitions, construction project management and coordination, contract payment management, payroll and time management and approvals, utility human resources liaison, customer and public outreach management, and utility personnel training coordination. Screen and triage incoming inquiries by routing to appropriate person for follow up. Establish and maintain harmonious working relationships with management, staff and external contacts. Perform special projects as assigned, including coordinating, preparing and assisting with statistical reports, assisting with budgets and research and compilation of information.~~

**Reporting Responsibilities:**

~~Under direct supervision of the Water Systems Manager and indirect supervision of Assistant Water Systems Managers, Water and Wastewater.~~

**Reporting Responsibility:**

~~This position will be under general supervision of the Water Systems Manager. This person serves as a key role in assisting the Manger with preparing the annual budget by providing necessary data related to annual utility expenditures covering operational and administrative areas. The position also works closely with City Clerk's office to track expenditures and other financials as it relates to the utility. Provides backup administrative support for other clerical staff (admin I, billing clerk) as needed for both the Wastewater Department and the Water Department.~~

**Specific Accountabilities:**

- ~~1. Maintain, prepare, and process monthly utility billing records and miscellaneous billing.~~
- ~~2. Process and prepare information for City Hall for delinquent water bills to be placed on taxes.~~
- ~~3. Prepare job orders.~~
- ~~4. Answer questions pertaining to utility bills and other customer questions.~~
- ~~5. Maintain inventory control in utility billing.~~
- ~~6. Back up for Customer Service/Department Secretary.~~
- ~~7. Back up for cash receipts.~~

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~~8. Trained in accounts payable and payroll.~~

#### Specific Accountabilities:

**Physical Demands:** Lifting approximately 20 lbs. occasionally, with infrequent lifting and/or carrying of objects weighing up to 50 lbs. Stooping, kneeling, crouching, crawling, reaching, handling, feeling, working with fingers, seeing, and walking or standing to a significant degree. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus. Requires the ability to recognize and identify similarities or differences between characteristics of colors, shapes, sounds, odors, and textures associated with job-related objects, materials and tasks.

**Environmental Adaptability:** Tasks are primarily performed indoors, but on rare occasions may risk exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, fumes, temperature and noise extremes, machinery, vibrations, electric currents, toxic/poisonous agents, disease, or pathogenic substances.

**Judgment and Situational Reasoning Ability:** Ability to exercise independent judgment to apply facts and principals for developing approaches and techniques to proper resolution. Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or multiple programs.

- Knowledge of specialized software programs in use for utility billing, time keeping, and water meter reading used for billing and reporting purposes.
- Knowledge of equipment and materials in use for water and wastewater operations.
- Ability to provide backup supervision, ability to persuade, convince and train others. Ability to advise and interpret how to apply policies procedures and standards to specific situations.
- Ability to utilize descriptive data and information such as inventory records and reports, repair orders and documentation, and utility equipment requisitions.
- Ability to work a flexible shift, at time with accuracy and while fatigued.
- Common sense / detail orientated.
- Mathematic ability to add, subtract, multiply, divide, calculate percentages, fractions, and decimals.

#### ~~Knowledge, Skills, and Abilities:~~

~~High school graduate (or HSED equivalent) and additional education in accounting and or equivalent combination of education, experience and training that provides the following knowledge, skills, and ability:~~

- ~~1. Computer literate with experience in Microsoft Word, Excel, and Access.~~
- ~~2. Ability to understand and follow oral and written instructions.~~
- ~~3. Ability to develop and maintain effective working relationships with other employees and the public.~~
- ~~4. Must be able to speak, read, write and spell in the English language.~~

#### Knowledge, Skills, and Abilities:

- Coordinate and process all utility purchase orders, account payable and receivable invoices, requisitions and assign appropriate account numbers from capital/operational budgets. Investigate product information and vendor pricing prior to ordering. Work with vendors and compare historical information to negotiate better prices. Dispute and settle billing discrepancies for utility purchases. Monitor and track divisional budget accounts, energy use, chemical use, and industry revenue. Assist work group to achieve utility financial goals by scrutinizing expenditures for errors and/or identifying avenues to reduce expenses. Ensure all monthly and quarterly Waste Hauler, Industry and Industrial Pre-Treatment customer invoices are generated are accurate and are processed on time. Initiate budget balance transfers, new vendor procurement paperwork, and miscellaneous accounts receivable & payable tasks needed by the manager. This includes the need to develop and/or

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maintain computer applications, including documents, forms, spreadsheets, charts, graphics, presentations and databases. Establish and maintain work group filing system for all utility records.

- Review & edit employee time card entries. Review approvals or denied time off requests as necessary to maintain accurate records for payroll. Monitor overtime and critical event pay situations. Track, monitor, and report all time keeping (including on-call, overtime, holiday pay, and out of class premium for utility staff. Prepare completed records for manager's approval prior to submittal for payroll processing.
- Assist the Water Systems manager and assistant manager to compile project plans and specifications, mail documents, prepare schedule of prices, attend bid openings, prepare bid tabulations, prepare and complete project award documents and maintain complete and accurate records for standalone Utility projects. Work with the Utility staff as the project progresses to track quantities and overall project cost and compare to budgeted amount. Organize and manage the Utility's various professional service contracts. Review these contracts for pricing changes and take appropriate action when required. Assist with the negotiation of new contracts. Fill out appropriate paperwork to facilitate the contract approval process. Track contract status.
- Act as the Utility's human resource representative. Work with the City's Human resource department as necessary for all HR needs such as setting up new hire paperwork, writing employment advertisements, monitor FMLA usage, assist in the recruitment of seasonal personnel. Investigate workman comp claims and follow up with appropriate forms. Fill out and present performance evaluations annually or as necessary to maintain performance to subordinate staff.
- Share duties with other staff for the Utility's public outreach using various modern-day social media platforms. Edit and keep the Utility's web page up to date. Compose and distribute public service announcements as necessary for Utility business. Create and publish educational material to support the Utility's special programs and projects. Provide exceptional customer service by listening to individuals and directing them to appropriate resources to resolve issues. Ensure customer inquiries, questions and concerns are investigated, analyzed, resolved, and properly communicated in a manner that maintains positive customer relationships.
- Track and document personnel training history which includes conferences, seminars, and formal education courses. Document staff degrees, certificates, licensing and other credentials. Assist the staff in registering for educational events and lodging if necessary. Prepare and coordinate department wide training & testing initiatives (first aide/CPR, hearing tests). Coordinate staff travel and conference needs to ensure policy compliance, including internal and external meetings. Prepare meeting materials, secure facility location and equipment and technology arrangements.

Newly defined in job description – updated to 2023 skills and abilities

#### **Education / Licensing:**

Requires; High school graduate degree plus Associates Degree with course work and experience in administrative work including accounting and financial management.

Preferred; Bachelor's Degree in accounting, Business Administration, or Financial Management

CPR, First Aid, AED

### Training other:

Administration or Accounting Emphasis with moderate clerical support role, accounting/bookkeeping experience and knowledge of standard office practices, procedures, equipment and office assistance techniques; general knowledge of business English and spelling; general knowledge of arithmetic; some knowledge of city and department programs and policies; general skill operating standard office equipment and related hardware and software; general skill learning specialized software or equipment based on department or organization need; ability to read and understand basic local and state policies and procedures of limited scope and difficulty; ability to type accurately at a reasonable rate of speed, ability to operate standard office and computer equipment and perform word processing and/or data entry; ability to establish and maintain effective working relationships with associates and the general public.

### Computer knowledge and understanding of input/export of data:

- Microsoft Suite (Office 365, Word, Excel, Access, Outlook, PowerPoint, Publisher, SharePoint Workspace, InfoPath Designer).
- Utility record keeping software. (researching software package options)
- Proprietary Advanced Meter Analytics software: Badger ReadCenter & Beacon AMA, Payment services network, and Acuity Scheduling.
- Geographic information system: ESRI's ArcGIS version 10.3.1., City of Watertown, Counties of Jefferson and Dodge GIS & Ascent Land Records
- Time Management: (researching new software package options), Google electronic calendar
- Communication: CC&N communication software with telephone, smart phone, CB radios, fax machine
- Miscellaneous office Equipment: Internet, laptop computer, telephone, voicemail, cellular phone, Email, fax, calculator, printer, copier, scanner, automatic bill folder/stuffer, calculator, HydroSoft (HydroCorp online reporting software), Adobe, Skype
- Other custom spreadsheets (Requisitions, Budgeting, Work Orders, Purchasing Card), Time clocks (Time and Attendance)
- Civic Systems software package which includes: utility billing, ACH direct pay, electronic read interface, service orders, splitter, tax certification, online bill pay and bill presentation, and cash receipting.