

POSITION TITLE: UTILITIES BUSINESS OFFICE MANAGER/DEPUTY FI-
DEPARTMENT: FINANCE DIRECTOR
DIVISION: PUBLIC UTILITIES
UTILITY BUSINESS OFFICE

**CITY OF
BOWLING GREEN**

REPORTING RELATIONSHIPS

Director of Utilities

POSITION REPORTS TO

DIRECT REPORTS BY TITLE:

Utility Business Office Supervisor

DIRECT: 1

INDIRECT: 8

POSITION FUNCTION

This position is responsible for the timely, accurate and efficient operation of the Utility Business Office, in regards to billing, receipts, customer service and financials.

JOB RESPONSIBILITIES

Prepares and amends the Utility budget - Monitors general ledger, accounts, verifies funds for expense, works with auditors, and responds to audit questions and inquires.

Ensures funds are available - Assists the Finance Director in determining excess funds available for investment - Monitors bank accounts - Monitors the debt ratio

Monitors/prepares BGSU debt payment on monthly bill

Ensures efficiency and accuracy of billing

Creates and maintains spreadsheets - Prepares reports and correspondence - Responds to inquiries and questionnaires

Supervises/Consults with the Utility Business Office Supervisor - Manages staff

Prepares comparative stats - on a quarterly basis

Serves as "Acting Finance Director"

Attends bid openings and attends meetings of the Board of Public Utilities

Maintains water and sewer tap fee books - initial and review all permits, posts tap fees and meter costs

Serves on the Records Retention Commission and manages Business Office records

Prepares the purchased power reconciliation, Omega invoice, and wholesale water rate

Administers the load management program - Administers the Natures Energy Program - Monitors the fuel system

Prepares reports to the Department of Energy

Monitors customer to ensure they are on correct rate - establishes payment plans - Mediates problems with customers- Prepares "what if" bills for prospective customers

Monitors, processes and reconciles the BORMA bill and

Performs other related duties as assigned.

PHYSICAL REQUIREMENTS

Job requires incumbent to sit, talk/hear and use hands to finger, handle or feel. Must be able to focus clearly at 20 inches or less.

REQUIRED SKILL SETS	
<p>Occupational/Technical Skills</p> <ul style="list-style-type: none"> Ability to use spreadsheet, database, word processing and selected job-specific software (Expertise in Excel) Must maintain a valid Ohio driver's license and have the ability to drive <p>Administrative Skills</p> <ul style="list-style-type: none"> Ability to set goals and develop strategies and schedules for meeting them Ability to plan, organize, assign and direct work of staff Ability to adequately allocate resources to meet objectives Ability to use techniques of effective time management Ability to handle multiple priorities and projects Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information Knowledge of modern office equipment <p>Cognitive Skills</p> <ul style="list-style-type: none"> Ability to identify problems, recognizing symptoms, causes and alternative solutions Ability to make timely, sound decisions Ability to interpret documents such as safety rules, operations and maintenance instructions, and procedure manuals Ability to perform standard business arithmetic, including percentages and decimals Ability to apply financial principles and numerical techniques to management problems Knowledge of basic budgetary principles and practices Ability to encourage the creativity of subordinates Ability to create and readily draw on a large pool of diverse sources of information <p>Communications Skills</p>	<ul style="list-style-type: none"> Ability to speak effectively one-to-one Ability to demonstrate attention to and convey understanding of the comments or questions of others Ability to prepare clear and concise reports, correspondence and other written materials Ability to prepare analyses, policies and/or budgets <p>Interpersonal Skills</p> <ul style="list-style-type: none"> Ability to use tact and discretion Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors Ability to maintain issue confidentiality Interpersonal skills necessary to provide effective leadership to subordinate personnel and to develop cooperative working relationships with employees, senior management, elected officials, and vendors Ability to bring conflict or dissent into the open and use it productively to enhance the quality of decisions <p>Leadership Skills</p> <ul style="list-style-type: none"> Ability to direct the activities of individuals and groups toward the accomplishment of meaningful goals Knowledge of administration and supervision of staff and activities Ability to create an environment in which subordinates are rewarded for accomplishment of group and individual goals Ability to plan, conduct, and participate in meetings in which the collective resources of the group members are used efficiently Ability to establish effective controls, ensuring that employees have necessary resources and authority Ability to monitor progress and exercise control Ability to select and evaluate employees Ability to provide performance feedback Ability to facilitate professional growth

DESCRIPTION OF WORKING CONDITIONS
<p>Work is performed in an office setting. Much (up to 2/3) of the incumbent's time is spent in contacts with citizens and the general public.</p>

EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS
<p>Four-year college degree; seven to ten years of relevant experience; must maintain a valid Ohio Driver's License; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.</p>

The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.

Completed by Resource Management Strategies, Inc. (RMS) on July 3, 1999. This position Description is based on a Position Analysis Questionnaire (PAQ) completed by the incumbent.