

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

UTILITIES BUSINESS MANAGER

Department: Utilities
Pay Grade: 114
FLSA Status: Exempt
Job Class: 1290
Risk Code: 8810

JOB SUMMARY

Responsible for providing leadership and accountability for the day-to-day operations of customer service, utility billing, payroll, budget, and financial functions. Responsible for administering Developer's Agreements and Service Agreements for collection of capacity charges and distribution of ERC (Equivalent Residential Connection) credits, the reimbursement of pro-rata shares on service line extension agreements and developer reimbursements, and managing all third-party software interfaces.

ESSENTIAL JOB FUNCTIONS

- Administers Developer's Agreements and Service Agreements for invoicing and collection of capacity charges and related connection fees and distribution of ERC credits and reimbursements.
- Supervises and monitors workflow, procedures, and the proper training of personnel.
- Manages meter reading import/export and billing scheduling and ensures proper application rates, fees, and ordinances pertaining to billing.
- Oversees the enforcement of debt collection and service disconnections.
- Receives and resolves customer complaints, ensures policies and procedures are followed, and investigates metering and service discrepancies.
- Compiles consumption reports for multiple water systems necessary for performing water audits for water management districts.
- Oversees preparations and administration of the customer service and billing Division's annual budget.
- Generates utility-based reports for Director, water management districts, auditors, and consultants as needed.
- Reviews and establishes consistent and concise policies and procedures. Reviews and modifies ordinances and resolutions as needed.
- Manages payroll functions and ensures proper coverage for operations within customer service and billing division.

- Oversees the function of responding to service availability requests, permitting review, and proper invoicing and collection of capacity fees.
- Assures billing software is operating accurately and efficiently and that billing website is providing the necessary information for customers to review and pay on account.
- Ensures proper and timely notification to customers of increased consumption or overdue balances.
- Provides citizens with timely notification of water quality notices.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position often functions as a lead professional in small and large groups of employees. May review the work products of others. Provide guidance, advice, and assistance to others on work assignments. Provides work direction. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

QUALIFICATIONS

Education and Experience:

Bachelor's Degree in Business Administration or related field and three (3) years of progressively knowledgeable and responsible utilities supervisory and management responsibilities, two (2) of which shall involve the administrative aspects of the work (e.g. budgetary, regulatory, etc.); experience in accounting, cash handling, and dealing with customers involving basic accounting and/or bookkeeping, greater experience in the utilities field may substitute for a portion of the required education; or an equivalent combination of education and experience that provides the required knowledge, skills and abilities.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.

- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Ability to develop plans, policies, specifications, and programs continually.
- Ability to function independently as an expert in matters of specialized policy, analyses or complex technical systems.
- Knowledge of the functions, operations, and structure of County government.
- Knowledge of the principles and practices of accounting along with the ability to perform research and interpret data.
- Knowledge of statutes, rules, regulations, principles and practices and procedures related to government and County.
- Skills in organization and task prioritization.
- Ability to clearly and concisely communicate orally and in writing.
- Ability to speak effectively before groups and to exercise sound judgment and tact.
- Ability to analyze statistical and other data and prepare professional reports and provide information from these sources to discuss markers.
- Ability to read and/or prepare a variety of forms and documents including schedules, budget proposals, expenditure/revenue reports, etc., using proper format.
- Ability to establish and maintain good working relationships with other County departments and outside agencies.
- Ability to remain calm in stressful situations. Must be adaptable to performing under minimal stress levels when confronted with an emergency.
- Ability to taking a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.
- Ability to plan and prioritize work and meet multiple deadlines.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is sedentary work which requires exerting up to 10 pounds of force occasionally and/or negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects, including the human body. While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl and taste or smell; will regularly be required to talk or hear; and will frequently be required to sit, use hands to finger, handle, or feel, and reach with hands and arms.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.