

## **CLASS TITLE: PUBLIC WORKS UTILITY SERVICES MANAGER**

**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for planning and directing of Public Works Customer Service personnel in all areas of Utilities Services administration, including fee collection, revenue tracking, and utility accounting; and performs other related required duties.

### **ESSENTIAL TASKS:**

- Exercises administrative direction over the Utilities Services personnel in the calculation of fees, collection, distribution, and tracking of revenue
- Directs subordinate supervisors engaged in utility billing, collection, and opening and closing of water, sewer, refuse, and stormwater services
- Investigates and resolves citizen complaints
- Interviews, selects, trains, and evaluates personnel staff
- Resolves difficult personnel situations within section
- Assists in development and maintenance of major computer programs and reporting functions
- Coordinates utility accounting and billing functions with ISD and Department of Finance
- Analyzes and resolves customer utilities accounting functions and problems
- Directs personnel in collection and accounting of the utilities billing system
- Directs the preparation and maintenance of work orders and reports
- Resolves difficult public contracts
- Develops and administers the Utilities Services annual budget
- Must report to work on a regular and timely basis

**Reasonable accommodations will be made to enable individuals with disabilities to perform the essential tasks.**

### **QUALIFICATIONS:**

Training and Experience: Graduation from an accredited college or university with a bachelor's degree in business administration or accounting, and eight (8) years of progressively responsible experience in business and fiscal management with a customer service emphasis on internal and/or external customers; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Comprehensive knowledge of customer service practices and methods; good knowledge of effective collection, budgeting, and accounting principles and methods; knowledge of City ordinances; and knowledge of computer systems. Ability to supervise effectively; ability to maintain complex record system; ability to communicate effectively both verbally and in writing; ability to give formal presentations; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to 10 pounds; occasional carrying up to five pounds; may be subject to walking, standing, sitting, reaching, and handling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of a valid Oklahoma Class "D" Operator's License.

**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting; and requires travel to various City locations to supervise remote operations and/or customer visits.

**Class Code: 1077**

**EEO Code: E-01**

**Pay Code: EX-52**

**Group: Fiscal**

**Series: Financial Management**

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**Effective date: July 1, 2000**