



PRINCE GEORGE COUNTY, VIRGINIA

July 2018

MANAGER V, UTILITY OFFICE MANAGEMENT

FLSA Status: Exempt

GENERAL DEFINITION AND CONDITIONS OF WORK:

This is an administrative, professional position managing specialized water and wastewater utility service accounts, customer service activities, and office administrative responsibilities; does related work as required. This position supervises Utility Customer Service Agent personnel and is a key contributor to the Department Management Team.

This is sedentary work requiring the exertion of up to 25 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires stooping, reaching, standing, fingering, grasping, and repetitive motions; vocal 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 preparing and analyzing written or computer data, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

Overseeing, coordinating and supervising Utility Customer Service Agents; performing related human resource functions; reconciling revenues and receivables; auditing utility accounts; preparing Customer Operations budget and assisting with Department budget; developing and administering department policies as related to customer operations; and, managing automated utility billing and customer service systems.

(The following tasks are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

Oversees, coordinates and supervises Utility Customer Service Agents, performs related human resource functions and necessary paperwork;

Oversees and participates in the preparation and maintenance of standard office and specialized utility files and records;

Manages automated utility billing and customer service systems;

Maintains database for new construction and verifies fees are paid;

Troubleshoots specialized utility computer billing system and equipment;

Manages preparation of bills for water and wastewater service accounts; coordinates meter reading, data gathering, bill computations, and posting of information into computer and associated records and files;

Resolves problems with water and wastewater utility billing and makes billing adjustments when necessary;

Reconciles Department revenues and receivables;

Audits utility accounts, submits information and coordinates with Finance Department;

Prepares annual Customer Operations budget and assist with preparation of the Department budget, forecasting projected revenues and expenditures;

Develops, revises and administers department policies and procedures related to customer operations;

Supervises and coordinates work of Customer Service Agents; trains and provides information ;

Collects utility fees and processes appropriate refunds;

Computes and prepares specialized Customer Operations statistical reports;

Responds to customer, citizen and contractor inquiries;

Approves payment agreements for water and wastewater service customers;

Maintains utility service records and files subject to annual audit;

Determines delinquent accounts, initiates collection procedures, coordinates with Utility Operations for shutoffs and reconnections, assesses associated fees;

Processes state tax liens and garnishment accounts and warrants;

Reviews customer accounts to assess collectibles and recommendations for write-off;

Orders and maintains inventory of billing and office supplies;

Prepares, presents, and manages assigned special projects related to Department customer service operations;

Participates in emergency response operations as required in a declared emergency by County officials; completes required NIMS training as a condition of employment;

Must have a valid Virginia Driver's License;

Performs related tasks as required.

KNOWLEDGE, SKILLS AND ABILITIES:

Thorough knowledge of bookkeeping and financial principles and practices as they relate to specialized water and wastewater utility office accounting; thorough knowledge of modern office management practices and procedures and of office equipment; must be computer literate including knowledge of Microsoft Office and specialized department-specific technology systems; ability to plan, organize, lay out, supervise and review the work of utility customer service and clerical employees; ability to maintain varied and complex utility automated and manual records and filing systems and to prepare reports from such records; ability to establish and maintain productive relationships with customers, associates and the general public.

EDUCATION AND EXPERIENCE:

Bachelor's degree in finance, accounting or related field with at least four (4) years of progressively related experience, including two (2) years of supervisory or managerial experience, extensive experience in utility customer service and public relations required, or any equivalent combination of education and experience and/or training sufficient to demonstrate the knowledge, skills and abilities is acceptable.