



## EMPLOYMENT OPPORTUNITY

### **UTILITY ACCOUNTING SUPERVISOR** **TREASURY DIVISION**

In compliance with the Americans with Disabilities Act, persons needing Accessibility and/or Language assistance help should contact 801.629.8701, visit <http://accessibility.ogdencity.com> or contact Relay Utah at 711 or 888.735.5906.

#### **POSITION SUMMARY**

To supervise, assign and review the work of staff responsible for providing billing, accounting and customer services pertaining to Utility Billing; to oversee and participate in all work activities; and to perform a variety of technical tasks relative to the assigned area of responsibility. Perform professional accounting activities and understand the various software programs used for billing, finance, and work management purposes. Receives direction from the Fiscal Operations Manager. Exercises direct supervision over the utility billing staff.

#### **EXPERIENCE AND TRAINING STANDARDS**

Four years of accounting experience in utility billing including two years of lead supervisory experience. Bachelor's degree from an accredited college or university with major course work in accounting, business administration or related field. Any combination of education, training and experience which clearly demonstrates the ability to successfully perform the duties of the position may be substituted for the required degree. Possession of, or ability to obtain, a valid Utah driver's license.

#### **NIMS REQUIRED TRAINING**

Employee will be required to complete NIMS IS100, IS200, IS700, and IS800 within six months of hire date.

**Failure to obtain license and certificate as outlined above may result in termination from the position.**

#### **ESSENTIAL JOB FUNCTIONS**

- Promote and follow the City's mission statement, values and expectations.
- Adhere to and promote compliance with city ordinances and administrative, department and division policies and procedures.
- Recommend and assist in the development of goals and objectives; establish policies and procedures and implement as approved.
- Participate in the selection of clerical staff; provide for staff training; correct deficiencies; implement disciplinary action as needed.
- Plan, prioritize, assign, supervise and review the work of staff responsible for providing utility billing, accounting, and customer services.

- Communicate and coordinate with Public Services for meter reading, field collections, repairs, new accounts and shutoffs.
- Establish schedules and methods for utility billing, accounting and customer services; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
- Plan, coordinate and direct the preparation of utility bills and subsequent adjustments.
- Plan, coordinate and direct the receipt of utility payments and subsequent adjustments.
- Plan, coordinate and direct the collection of past due accounts.
- Plan, coordinate and direct utility billing customer service activities including the response to and resolution of customer complaints.
- Plan, coordinate and direct the protection of sensitive data collected during the course of business including adherence to all federal, state, and local requirements.
- Participate in the preparation and administration of the assigned budget; submit budget recommendations; monitor expenditures.
- Oversee the utility billing system; audit and analyze the system for accuracy and policy compliance; propose and implement corrective action as necessary.
- Analyze and audit accounting data generated by the utility billing system and, in collaboration with the Comptroller's office, ensure its accuracy.
- Assist in implementing water rate changes.
- Prepare analytical and statistical reports on operations and activities.
- Participate in safety and risk management activities; take action to reduce liability to the city.
- Attendance and punctuality are essential functions of this position.
- Employee is required to work as a team and frequently meet with co-workers and supervisors; employee is required to communicate in-person with the public during office hours; and employee is required to use on-site equipment.
- Perform related duties and responsibilities as required.

### **MARGINAL JOB FUNCTIONS**

- Attend and participate in professional group meetings; stay abreast of new trends and innovations in the field of accounting and customer service.
- Maintain divisional supplies and equipment; order as necessary.

### **QUALIFICATIONS**

*Knowledge, skills, abilities:*

- Operations, services and activities of utility billing and customer service related programs.
- Principles of staff selection, supervision, training and performance evaluation
- Modern office practices, procedures, software and equipment.
- Principles of accounting.
- Principles of budget preparation and control.
- Principles and procedures of record keeping.
- Advanced customer relations techniques including how to interact tactfully and courteously with the public in answering technical questions and handling complaints.

- Interpret and explain City policies and procedures.
- Prepare clear and concise reports.
- Communicate clearly and concisely, both orally and in writing.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following: walking, standing, or sitting for extended periods of time; operating assigned office equipment.
- Maintain effective audio-visual discrimination and perception needed for: making observations, communicating with others, reading and writing as required by the position.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Maintain mental capacity which allows for effective interaction and communication with others.
- Ability to comply with all city policies and regulations, including safety and risk management standards.

### **WORKING CONDITIONS**

*The work conditions described here are representative of those an employee may encounter while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **PHYSICAL REQUIREMENTS**

While performing the duties of this job, the employee is frequently required to sit, walk and talk or hear. The employee is occasionally required to lift and or move up to 20 lbs. Work in an office environment; sustained posture in a seated position for prolonged periods of time.

### **CRIMINAL HISTORY BACKGROUND CHECK**

Successful applicant must pass background check.

### **MOTOR VEHICLE REPORT**

Driving record of successful applicant will be obtained by the HR office.

### **EDUCATION REQUIREMENT**

Successful applicant must submit a copy of above education requirements when requested.

### **VETERAN'S PREFERENCE POINTS**

Applicants **MUST** submit a copy of their DD-214 to the Human Resource office during the interview process. This is for initial appointments only.

### **SALARY RANGE**

Range 52 - \$2,123.86 to \$2,902.19 (Bi-weekly Rate) (DOQ). This position is eligible for benefits.

**APPLICATION PROCEDURE**

On-line applications will be accepted at [www.ogdencity.com](http://www.ogdencity.com) until Wednesday, November 7, 2018. If you do not have access to a computer, you may come to the Ogden City Human Resources office located at 2549 Washington Blvd., Suite 220, Ogden, UT 84401 between the hours of 8:00 a.m. to 5:00 p.m. Monday through Friday.

All applications/resumes will be evaluated and ranked on the basis of relevant education and experience as stated therein. Highest ranking applicants may be invited for a personal interview.

**WE ARE A DRUG FREE WORK PLACE**

**AA/EOE/ADAAA**

October 24, 2018