

CITY OF MARGATE, FLORIDA JOB DESCRIPTION

JOB TITLE: UTILITY ACCOUNTING MANAGER (Job Code 846).

GENERAL STATEMENT OF JOB

Under direction of the Director of Environmental and Engineering services provides accounting management for public utilities in the in the city's Finance Department. Position is supervisory over positions such as Customer Service Representative, Cashier, Meter Reader, and Service Technician. Employees in this class manage all aspects of customer service in utilities accounting from handling customer complaints to scheduling new meter installation. Position maintains close contact with personnel in the field as well as in the office, and works collaboratively with supervisory personnel in various other departments in matters related to utilities installation work, data processing issues, and collections. Performs related work as required.

ESSENTIAL FUNCTIONS

The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.

Supervises clerical and field personnel, ensuring accurate accounting and information processing.

Works collaboratively with contractors and developers in collection of connection fees, meter fees and deposits, in establishing new accounts, in scheduling meter installation, and in tracking Equal Residential Connection (ERC's).

Notifies contractors when meters are unable to be installed, stating reasons and possible corrective actions.

Handles individual customer complaints and requests that cannot be processed by subordinate personnel, and makes file adjustments to customer accounts as necessary.

Develops and maintains monthly meter reading schedule, and works collaboratively with Department of Environmental and Engineering Services in scheduling when service technicians are unavailable or reading schedule is behind.

Processes utilities establishment in new construction by determining the number or ERC's required and service availability (water/wastewater), and ensuring proper testing is completed and approved for meter installation.

Communicates via radio with service technicians and meter readers in the field.

Opens the safe daily, deposits monies collected, and locks the safe at the end of the work shift.

Performs routine record keeping and report maintenance tasks such as payroll statistics and month end check requests

Performs related work as required.

Provides assistance to various other departments in utilities related matters as requested.

MINIMUM TRAINING AND EXPERIENCE

High school diploma or GED, supplemented by minimum seven (7) years' work experience in municipal utilities accounting, three (3) of which shall be in a supervisory capacity, Bachelor's degree preferred, or an equivalent combination of education, experience, and training.

MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Tasks involve frequent walking, standing, bending, stooping; some lifting and carrying objects of light to moderate weight (5-15 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal, and city administration operations.

Intelligence: Requires the ability to utilize long-range planning principles and methods. Requires the ability to analyze, plan, and draw valid conclusions in program management and prioritization.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages; utilize algebraic formulas and descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with individuals acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words: hearing: perceiving nature of sounds by ear).

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of utilities accounting principles and procedures.

Knowledge of report and record keeping principles and techniques.

Knowledge of basic accounting principles and methods.

Knowledge of effective supervisory principles and techniques.

Knowledge of filing principles and methods.

Skilled in both written and oral communications for effective expression and clarity.

Ability to apply attention to detail in processing numbers and figures.

Ability to establish and maintain effective working relationships with supervisor, support staff and other departments position interacts with.

Ability to organize and review work for efficient results and accuracy.

Ability to handle a multitude of diverse tasks simultaneously while maintaining an attention to detail for the purpose of ensuring accuracy in task performance.

EQUAL OPPORTUNITY EMPLOYER

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

Employee Name and Signature

Date