

## **CLASS TITLE: UTILITIES SYSTEMS MANAGER**

**PURPOSE OF THE CLASSIFICATION:** Under direction performs professional systems work and manages the activities of a Finance operations unit in the Utilities Services section to ensure cost-efficient, prompt and quality customer services; and performs other related assigned duties.

### **ESSENTIAL TASKS:**

- Manages utility account activities and related staff services to include credit/collections, billing, customer services and systems support, personal, new tap, stormwater and specialized sewer
- Performs complex system analysis, design, tests, evaluation, identifies/resolves problems and/or makes recommendations and implements procedures to ensure financial data integrity
- Manages various contracts, related e-business payment options and reports to ensure compliance
- Participates in cross functional teams to provide technical/accounting expertise and improve workflow and communication with other divisions/departments
- Queries systems to provide management information and obtain source/test data
- Conducts independent technical systems study and researches technology advancements/alternatives, providing recommendations, findings and reports
- Audits systems and prepares specifications for scheduled reports to support audit, revenue assurance and customer service objectives
- Participates in divisional objectives development
- Prepares regular status reports
- Coordinates projects, including scope definition, critical path analysis, instructing, directing and channeling work to maximize production and results
- Must report to work on a regular and timely basis

Reasonable accommodations may 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 accounting, business administration, finance, information systems, or a related field and six (6) years of progressively responsible experience in accounting operations management or systems analysis, including proven management and/or supervisory experience. A Certified Public Accountant (CPA) certification or a master's degree in accounting, business administration, finance, information systems or a related field is preferred.

Knowledge, Abilities and Skills: Comprehensive knowledge of the principles, practices, and methods of accounting with particular reference to cost analysis and governmental accounting; considerable knowledge of project management procedures, practices and equipment as applied to accounting operations; considerable knowledge of auditing procedures and practices; considerable knowledge of budget preparation and monitoring procedures; considerable knowledge of data processing applications and use potential; and working knowledge of methods and techniques used in project management and systems analysis. Ability to analyze and interpret fiscal and accounting records and to prepare accurate and complete financial statements and reports; ability to supervise and review the work of technical employees; ability to supervise and participate in both internal and external audits; ability to prepare and monitor a large complex budget; ability to design, test, evaluate and analyze complex accounting systems/programs; and the ability to understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard, 10-key, and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, and handling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None.

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**WORKING ENVIRONMENT:** Working environment is primarily indoors in an office setting.

**Class Code: 1078**

**EEO Code: E-02**

**Pay Code: EX-48**

**Group: Fiscal**

**Series: Financial Management**

**Effective date: January 30, 2019**