



The City of Mount Vernon
An Equal Opportunity Employer

Job Title:	Utility Administration Manager	Department:	Public Utilities
Job Number:	N/A	Reports To:	Director of Public Utilities
Position Type:	Full-time 40 hours per week	Address:	3 N Gay Street Mount Vernon, Ohio 43050
Typical Work Schedule:	Monday-Friday 8:00 a.m. to 4:00 p.m.	Pay Range:	\$69,201.60
Contact Information:	Director of Human Resources 740.462.3147	FLSA:	Exempt
How to apply:	Submit a cover letter and resume to dneff@mountvernonohio.org		

Objectives

The objective of the Utility Administration Manager is to oversee the water billing office, ensuring high levels of organization and attention to detail. This role utilizes experience in billing, collections, and team management, alongside strong communication and problem-solving skills, to enhance accuracy and efficiency. The Utility Administration Manager promotes a focus on excellent customer service and operational efficiency in a dynamic and frequently challenging environment.

Minimum Education and Experience Requirements

- Bachelor's degree in business administration, finance, accounting, or a related field is required, though equivalent years of relevant experience may be considered in place of the educational requirement.
- Three to five years of office management experience is preferred.
- Three to five years of supervisory or managerial experience is preferred.
- Three to five years of billing and collections experience is preferred.
- Prior experience with account reconciliation, audits, billing, and/or financial reporting, ensuring accuracy and regulatory compliance is preferred.
- A valid State of Ohio Driver's License is required.

Job Description

ESSENTIAL JOB FUNCTIONS:

- Supervise staff: Manage billing office personnel, including hiring, training, and evaluating performance, ensuring high standards of customer service and operational efficiency.
- Oversee the daily operations of the billing department, including invoice processing, meter corrections, payment processing, non-payment service disconnections, account balancing, new account creation, and addressing any discrepancies.
- Monitor payment collections by tracking and managing customer payments, past-due accounts, and implement collection strategies for delinquent accounts.
- Ensure regulatory compliance by ensuring all billing procedures comply with local, state, and federal regulations, including water usage and rate structures.
- Update and/or implement procedures to enhance operational efficiency while ensuring compliance with city policies and procedures.
- Generate and analyze monthly reports on departmental performance to monitor progress and identify areas for improvement.
- Support the preparation of budgets and financial forecasts, ensuring alignment with departmental goals and overall organizational objectives.
- Collaborate with other departments by working closely with the finance, meter reading, and public utilities to ensure accuracy in water usage data and billing information.
- Complete payroll processing for the utility billing department, ensuring accuracy and timely distribution.
- Organize Utilities Commission meetings and supply necessary documentation for issues brought before the commission.
- Lead and coordinate team meetings to review progress on ongoing projects, set objectives, and resolve any issues or concerns. Oversee the use and upgrades of billing and payment processing software, ensuring the system is accurate, efficient, and user-friendly.
- Monitor and control the billing department's budget, ensuring appropriate allocation of resources to support efficient operations.

NON-ESSENTIAL JOB FUNCTIONS:

Performs related non-essential functions as required.



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I. JOB REQUIREMENTS

Equipment: Proficient in operating a variety of office equipment, including computers and related software, copiers, scanners, telephones, calculators, FAX machines, and other necessary equipment.

Knowledge, Skills and Abilities (KSA's):

Knowledge:

- Deep understanding of office management practices.
- Knowledge of business office practices.
- Regulatory compliance; knowledge of local, state, and federal regulations related to water utilities and billing practices.
- Knowledge of effective customer service principles and telephone etiquette.
- Understanding of office administrative procedures, including file and document management.
- Familiarity with best practices in customer service and conflict resolution.
- Understanding of budgeting, financial reporting, and accounting principles as they related to billing operations.
- Knowledge of data analysis techniques for identifying billing errors, trends, and opportunities for process improvement.
- Proficiency with billing software, customer management systems, and general office software. (spreadsheet, databases)

Skilled In:

- Skilled in analyzing problems, and developing effective solutions.
- Excellent verbal and written communication skills for interacting with customers, staff, and other stakeholders.
- Skilled in planning, executing, and managing projects related to billing and office operations.
- Competency in using billing and office software, including data entry, report generation, and system troubleshooting.

Ability to:

- Ability to lead, motivate, and manage a team effectively, including hiring, training, and performance evaluation.
- Ability to handle customer inquiries, complaints, and de-escalate matters in a professional and efficient manner.
- Ability to apply critical thinking to effectively solve problems, gather data, establish facts, and draw valid conclusions using judgment and analytical skills.
- Ability to work independently and prioritize tasks effectively in a team environment.
- Ability to maintain confidentiality of departmental matters.
- Ability to maintain effective relationships with employees, other agencies, and the public.
- Ability to communicate by providing and receiving information in a prompt and courteous manner.
- Ability to learn and manage departmental operational systems.
- Ability to understand, explain, and adhere the rules, regulations, and codified ordinances of the city related to the utilities operations.

II. DIFFICULTY OF WORK

The role involves leading a team while working in a fast-paced environment with frequent interruptions. The position requires meeting deadlines for various requirements and reports. Interaction with difficult or sensitive material may occur, and dealing with the public can be stressful depending on the nature of the visit or phone call.

III. SUPERVISORY RESPONSIBILITY

The Utility Administration Manager leads and supervises a team of three collective bargaining employees.



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IV. PERSONAL WORK RELATIONSHIPS

Regular contact is City personnel, individuals from public and private sector organizations, and the general public. Interactions include guiding and directing work, checking progress, coordinating services, job development/referrals, making recommendations, and addressing department-related questions and customer concerns.

V. PHYSICAL EFFORT AND WORK ENVIRONMENT

Physical Requirements: The physical requirements of the position are identified as sedentary work, which may require the lifting of up to twenty-five (25) pounds.

Physical Activity: The physical activity of the position is manual dexterity, talking, hearing, lifting, pushing, pulling, reaching, standing and walking.

Visual Activity: The position requires the use of a multi-monitor computer.

Job Location: The minimum work conditions for the position indicate that the individual is not exposed to adverse environmental conditions.

ACKNOWLEDGMENT FOR RECEIPT OF JOB DESCRIPTION

I have received a copy of the Job Description and have read and understand its contents. I acknowledge that the above description is a representation of the major duties and responsibilities of this position.

Employee:

Date:

Revised:
9.5.24