

**MAJOR FUNCTION**

This is responsible administrative and public contact work directing the activities of the Systems Operations and Customer Program Division, which includes overall operations and management of the automatic utility billing/management Customer Information System (CIS); Advanced Metering Infrastructure/Energy Axis Management System database (AMI/EAMS); the utility system's customer web portal (e+ Online); the Smartbill hosted integration (ebill); the hosted integration Exceleron database (prepay or "Pay As You Go"); and the mailroom. Work is performed under the general administrative direction of the Chief Customer Officer; however, the incumbent is expected to exercise considerable independent judgment and initiative in the performance of work tasks. Work is evaluated through observation, conferences, examination of pertinent records, reports, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Assigns, directs, supervises, coordinates and evaluates the Utility Accounts' activities and functions which include: central customer account information file; hard copy and e-bill billing for electric, gas, water, sewer, sanitation, stormwater and public service and State sales taxes; utility billing/management information system coding; adjustment approval and processing; file maintenance and system integrity; systems analysis and implementation of advanced meter technology; and management of capital projects. Assists in the research, and data preparation of various demographic analysis and utility rate studies. Stays abreast of industry changes and market conditions that are rate-structure related (Time of use and net metering for example) in nature in order to act on smart meter network related matters, preparation of billing and/or customer presentment system(s), and to conduct analyses. Develops material and makes presentations to trade/industry related organizations to provide expert level analysis of smart meter deployments, customer service and the introduction of new technologies related to the use of the smart grid. Maintains internal controls that safeguard the City's resources, reliability of financial information, and ensures achievement of compliance requirements. Prepares and administers the division's budget. Coordinates activities between departments with other public and private agencies. Provides input for the development and implementation of strategic plans and processes that facilitate a competitive presence and high visibility in the utility marketplace. Maintains open and active communications with other operating departments of the City. Participates in community forums. Recommends the selection, transfer, advancement, discipline, grievance resolution and discharge of employees. Conducts performance evaluations and recommends approval or disapproval of merit increases. Performs related work as required.

**Other Important Duties**

Interacts with public agencies, vendors and the general public, as job duties dictate. Attends and participates in departmental meetings. Completes special projects. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Thorough knowledge of the operations and procedures involved in utility billings, meter reading, and customer presentment of consumption and billing information in a smart meter/grid environment. Thorough knowledge of modern office management practices and techniques. Considerable knowledge of automated information systems as applied to multi-phase utility billing and record keeping. Considerable knowledge of research techniques and the sources and availability of the required information. Ability to prepare comprehensive reports and to communicate effectively, orally

and in writing. Ability to supervise employees in a manner conducive to high performance and good morale. Ability to establish and maintain effective working relationships as necessitated by the work. Ability to deal effectively with the public under trying and difficult circumstances. Ability to perform and understand complex mathematical functions. Ability to carry out complex oral and written instructions. Skill in the use of personal computers and the associated programs and applications necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, accounting, finance, information systems or a related area and four years of professional experience that includes utility billing, utility collection, or utility customer service; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirement

Must possess a valid Class E State driver's license at the time of appointment.

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