City of Rutland Job Description

Position: DPW Business Manager

Classification: Exempt
Grade: 12
Hours per week: 37.5
Bargaining unit status: Non-union
Reports to: Commissioner of Public Works (Appointed official)

Under the general supervision of the Commissioner of Public Works, the Business Manager is responsible for performing and reviewing business management activities with significant interaction with various divisions, other City departments and the general public. The Business Manager assigns and coordinates duties and supervises the administrative staff. The Business Manager also works with the Meter Division staff to coordinate meter installations, readings and utility billing.

Primary Duties:

- Supervises administrative staff of the Department of Public Works Business Office. Responsibilities include hiring, assignment of duties, evaluation, and discipline consistent with City personnel policies and the Union contract.
- Oversees utility billing and works with the Water Distribution Division to coordinate water meter installation, reading, maintenance, and management to support utility billing.
- Serves as Credit Supervisor for Utility Billing collections including setting up and managing delinquent account payment plans and issuing water shutoff notices and managing shutoffs for collection of delinquent accounts and works closely with the City Treasurer (as Delinquent Tax Collector) to coordinate collection strategies and obtain the Treasurer's approval for payment plans.
- Supervises or performs all utility bill adjustments, upon approval of the Commissioner, and the service line freeze-prevention program.
- Supervises and serves as backup for accounts payable, accounts receivable and payroll submission functions.
- Works closely with the Office of the City Treasurer to manage collections, ensure accuracy of departmental financial data and the UB billing file.
- Coordinates all Business Office functions with the Office of the City Treasurer.
- Maintains inventory list as equipment is purchased or disposed of for the Department.
- Maintains Department personnel records consistent with the Union Contract, City Personnel Policy and law. Maintains current data for each employee including: home addresses, weekly earnings, absences (sick leave, vacation, bereavement, jury duty, military leave, etc.), dates of hire and termination, seniority, benefit elections, disciplinary actions, grievances, accommodations, etc. Records include confidential documents such as commercial motor vehicle operators' drug and alcohol testing results.

Other Duties:

- Maintains new hire orientation materials including the Union Contract and City and Department policies and procedures.

- Compiles and prepares labor, material and operations costs records and reports.
- Responsible for the preparation of Department reports for auditors. Assists the auditors in performing their duties.
- Compiles data for and prepares and analyzes complex statistical records and reports. Prepares the annual rate study for utility rate setting recommendations to the Commissioner, Mayor and Board.
- Assists Commissioner in preparation of departmental budget and in maintaining budget control.
- Assists Commissioner in developing and implementing policies and procedures relating to business functions; maintains record of all Department policies.
- Assists Commissioner with Departmental communications such as through social media, public service announcements, and press releases.
- Serves as the point-of-contact between the Department and the drug and alcohol testing contractor to comply with requirements of the Federal Motor Carrier Safety Act, the U.S. DOT policy, and the City Drug & Alcohol Policy for CMV operators.
- Serves as the point-of-contact between Divisions and the IT contractor in support of department computers and computer software.
- Processes or supervises processing of worker's compensation claims, auto claims, and property damage claims (when City liability is in question) for Department. Works closely with the insurance carrier in all aspects of the claims process.
- Maintains inventory records for capital equipment and supplies and coordinates inventory and asset records with the Treasurer's Office.
- Supervises the review of invoices for the Department and authorizes payment if appropriate.
- Works with the Divisions to assist in the preparation of and processes annual bids and capital outlay bids for the Department.
- Other duties as assigned.

Educational Requirements:

- AA degree in Business Administration or at least five (5) years of appropriate municipal experience.
- Bachelor's Degree in Business or Accounting preferred.

Other Required Skills:

- Strong management background. Ability to plan, coordinate and supervise work of others.
- Considerable knowledge and skill using computers (i.e. spreadsheets, word processing, main terminal for payroll, end of year reports).
- Good knowledge of office terminology, procedures, and equipment; oral and written directions.
- Mental alertness, a high degree of accuracy, neatness, integrity, tact, and courtesy.
- Good basic knowledge and understanding of Public Works terminology, procedures, and equipment.

- Ability to work as a team member to solve accounting or system issues.
- Ability to understand diverse regulatory requirements and evaluate the Department's level of compliance.

Other Skills, Abilities, Attributes

- Strong analytical skills. Detail oriented with emphasis on accuracy and integrity of data.
- Strong organizational, documentation and prioritization skills.
- Ability to balance multiple tasks at once.
- Strong team working skills and the ability to "think outside the box".
- Willingness to do hands-on work with a strong team environment.
- Ability to generate cross-department cooperation to accomplish required tasks.
- Creative problem solving ability.
- Willingness and ability to present in front of small/large audiences as well as deal with the public.

Language Ability

- Ability to communicate verbally in a clear and concise manner.
- Ability to communicate clearly and concisely in writing.
- Ability to interpret data and make recommendations.
- Ability to respond effectively to common inquiries or complaints from citizens, employees, regulatory agencies, or members of the business community.

Mathematical Skills

- Ability to operate and build complex spreadsheets and manage large amounts of data.

Reasoning Ability

- Ability to define problems, collect data, analyze data, and draw valid conclusions.
- Ability to determine the root cause of a problem and work toward resolving it.

Computer Skills

To perform this job successfully, an individual should be proficient at an intermediate level in:

- Microsoft Word
- Microsoft Excel
- Microsoft Access
- Microsoft Power Point
- Microsoft Outlook
- Current Account Management/Utility Billing Management Software packages
- Experience with NEMRC municipal accounting and utility billing software preferred

Certificates and Licenses

Not Applicable

Supervisory Responsibilities

The Business Manager supervises (2) Union Assistant Administrative Clerks employees.

Physical Demands

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to operate a computer. The employee is frequently required to sit. The employee is occasionally required to stand or walk. Specific vision abilities required by this job include close vision for computer work.

While performing the duties of this job, the employee is frequently required to:

- walk
- sit
- talk
- hear

The employee is occasionally required to use hands to finger, handle, feel or operate objects, or controls; and reach with hands and arms. The employee is occasionally required to:

- climb
- balance
- stoop
- kneel
- crouch
- crawl
- lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment

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

This position often requires work indoors in an office environment where the noise level is usually moderate. This environment can be busy at times with multiple competing priorities where several conversations are happening concurrently.