

City of Revere

Job Title: Water and Sewer Business Manager

Department: Department of Water and Sewer, Billing Division

Hours: Monday-Thursday, 8:15am-5pm; Friday 8:15am-12:15pm.

Total: 39 hours/week.

Contract: Nonunion Management Position

Salary: \$60,000 to \$75,000 depending on experience

DEFINITION

Confidential employee provides administrative services for the Water and Sewer Department, and supervisory responsibility for the Billing division. Administrative services includes oversight of payroll, procurement, and other functions for the Department. Supervisory responsibility includes oversight of accounts payable, accounts receivable, meter reading data, the billing schedule, maintenance of accounts and records in an organized fashion, scheduling work for the Billing staff, and oversight of all customer service matters related to Water and Sewer billing.

ESSENTIAL FUNCTIONS

The essential functions or duties listed below are intended as illustrations of the various type of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Manages Water and Sewer Billing Division.
- Under the direction of the Water and Sewer Superintendent and in conjunction with Division Supervisors and Foremen, reviews, submits and oversees all payroll-related matters for the Department.
- Assists in the development of the division enterprise budgets and projection of water and sewer rates.
- Attends meetings to discuss and present water and sewer rates and changes
- Oversight and preparation of water meter readings and water bills for mailing
- Approves determinations for water and sewer bill abatements.
- Oversees data analysis process, including ensuring that leak analysis is being performed, and that follow up calls are made as leaks are found.
- Oversees and performs customer service response to questions and concerns over bills, water quality, setting up final reading appointments, appointments for new construction meters, water turn-ons and turn-offs.
- Enters requisitions for purchase orders for office items and requests from the Water Supervisor. Matches receiving slips with bills to submit for billing.
- Makes, files and mails copies of water tests to state and federal agencies.
- Works with the Collector/Treasurer to prepares delinquent notices and transfers to lien for unpaid bills.
- Updates Water Department's section of City website and email lists.

SUPERVISION RECEIVED

Employee is under the direct supervision of the Water and Sewer Superintendent. Employee plans and prioritizes the majority of work independently, in accordance with standard practices and previous training. Employee is expected to solve most problems of detail or unusual situations by adapting methods or interpreting instructions accordingly. Instructions for new assignments or special projects usually consist of statements of desired objectives, deadlines and priorities. Technical and policy problems or changes in procedures are discussed with supervisor.

SUPERVISION EXERCISED

As Manager of the Billing Division, is accountable for the quality and quantity of work done by subordinates and assures the accomplishment and quality of the assigned work in the prescribed manner. The incumbent gives advice and instruction on both administrative and work matters; informs subordinates of organizational policies, goals and procedures; resolves employee complaints and effects disciplinary actions, such as oral warnings and reprimands; has substantial responsibility for technical soundness of subordinates' work.

CONFIDENTIALITY

Employee has access to some confidential information in the performance of their duties

MINIMUM QUALIFICATIONS

Bachelor's Degree in Business Administration or Business Management and minimum five years of increasing responsibility in municipal government. Supervisory experience, and/or willingness to participate in supervisory training courses. Will be required to pursue Distribution Drinking Water license.

PREFERRED QUALIFICATIONS

Master's degree in Business or Public Administration and 10 years of related work experience.

KNOWLEDGE, ABILITY, AND SKILLS

Knowledge: Knowledge of office management principles and practices. Knowledge of budget, payroll and procurement practices.

Abilities: Ability to learn and implement City bylaws relating to water and sewer; Ability to learn details and implementation of the Safe Water Drinking Act; Ability to learn Massachusetts General Laws relating to water and sewer enterprise fund policies and procedures; Ability to establish and maintain effective working relationships with subordinates and other City employees; ability to express oneself clearly and concisely both orally and in writing.

Skills: Skill in dealing effectively with other City departments, other governmental agencies, and the general public; Skill management staff.

WORK ENVIRONMENT

The work environment is primarily in-office.

Send Resumes to:

jobs@revere.org