



Administrative Services Manager Water System - Administration

WS-ADM/3-148

JOB SUMMARY

This position is responsible for supervising the Billing Operations and Customer Service divisions and for managing the department's support services.

MAJOR DUTIES

1. Supervises and directs the Billing Operations and Customer Service divisions; ensures the completion of required processes; provides guidance and assistance as needed.
2. Trains, directs, supervises, and evaluates personnel; participates in the new employee selection process.
3. Assist in preparing the annual budget.
4. Plans, directs, or coordinates the department's support services to include information and data processing, records management, telecommunications, and other office support services.
5. Prepares and reviews operational activity reports and schedules to ensure accuracy and efficiency.
6. Recommend technology and workflow improvements.
7. Prepares and reviews operational activity reports to ensure process completion.
8. Enters requisitions; prepares request for quotes. Prepares, analyzes and reviews contracts related to the purchase of office equipment, materials, supplies, products, or services.
9. Researches and implements technology improvements; researches and resolve hardware, software and application program problems; liaison with Information Technology; coordinates with external support services to assist with resolution as needed.
10. Monitors the completion of bad debt write off processing for outstanding amounts selected.
11. Prepares, tracks and collects data for the annual water loss audit; Conducts annual water loss audit; recommends and implements program improvements.
12. Assists with special projects; compiles and analyzes data; responds to requests for information; maintains electronic files and records; compiles statistical information; assists with customer complaints.
13. Conducts staff meetings and training sessions; serves on special committees functioning as a representative of the department.
14. Assists in the preparation and management of the Annual Audit.
15. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of accounting, billing, and customer service operations.
2. Knowledge of technology.
3. Knowledge of Water System operations, policies, and procedures.
4. Knowledge of county policies and procedures.
5. Knowledge of modern office practices and procedures.
6. Knowledge of computers and job related software programs.
7. Skill in the development and management of annual budgets and audits.
8. Skill in oral and written communication.
9. Skill in planning and meeting deadlines.
10. Skill in coordinating agendas and meeting deadlines.

SUPERVISORY CONTROLS

The Water System Director assigns work in terms of very general instructions. The supervisor spot-checks completed work for compliance with procedures and the nature and propriety of the final results.

GUIDELINES

Guidelines include county ordinances, Water System policy, Department of Natural Resources regulations, and county personnel policy. These guidelines require judgment, selection, and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied management and supervisory duties. Dissatisfied customers contribute to the complexity of the position.
- The purpose of this position is to manage administrative services for the Water System. Success in this position contributes to the efficiency of Water System operations.

CONTACTS

- Contacts are typically with co-workers, bank personnel, members of the Georgia Association of Water Professionals Customer Service Committee, representatives of other utility providers, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; provide services; motivate and influence persons; or justify, defend, negotiate, or settle matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Customer Service Supervisor (1) and Water Billing Operations Supervisor.

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post-accident, and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute, or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of baccalaureate degree in a course of study related to the occupational field.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.