

RESOLUTION 2017-13

A RESOLUTION OF THE BOARD OF COMMISSIONERS OF THE CITY OF TARPON SPRINGS, FLORIDA, AUTHORIZING CHANGES IN THE UTILITY BILLING DEPARTMENT ORGANIZATION; INCLUDING A REVISED JOB DESCRIPTION AND CREATION OF A NEW JOB TITLE; AND PROVIDING FOR AN EFFECTIVE DATE THEREOF.

WHEREAS, the City of Tarpon Springs desires to provide the most effective and efficient services to the public; and,

WHEREAS, conditions, trends, and needs change within the Organization and review and assessment of staffing resources is important to ensure continued success; and,

WHEREAS, such staffing review and assessment takes into account the most effective organization for operational efficiency; and,

WHEREAS, the City Manager recommends that certain changes be made to the Utility Billing Department's organizational structure in order to maintain the current high level of service; and,

WHEREAS, it is requested that the Board of commissioners approve the changes as recommended.

NOW, THEREFORE, BE IT RESOLVED BY THE BOARD OF COMMISSIONERS OF THE CITY OF TARPON SPRINGS, FLORIDA, THAT:

Section 1. Pursuant to the requirements of Section 16 (d) of the City of Tarpon Springs, the City Manager does hereby recommend and the Board of Commissioners does hereby approve certain changes as detailed in the memorandum attached hereto and incorporated herein by reference.

Section 2. This resolution shall be effective March 21, 2017.



City of Tarpon Springs, Florida

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March 21, 2017

To: Honorable Mayor and Board of Commissioners
Through: Mark G. LeCouris, City Manager
From: Ron Haring, Finance Director
Subject: Utility Billing Position Reclassification

Recommendation:

The Utilities Accounts Supervisor within the Utility Billing Department resigned after over 30 years working within the department. With changes come opportunities to evaluate the position, the duties they are performing, in an effort to increase efficiency and productivity while allowing for future growth. As part of this process, this proposed reclassification is revising the job description and duties to have them more in line with the duties that they are currently performing now and into the future to best serve the Utility Billing Department and the citizens of Tarpon Springs.

Background:

Reclassification, Job description change and title change:

Utility Customer Service Manager (wage grade 19)

This full time position is currently vacant and replaces the Utility Accounts Supervisor Position (wage grade 16).

This is a key high level position within the Utility Billing Department that supervises six employees. This position requires proficiency in communicating professionally with utility customers and other City Departments with timely problem solving and managing the operations of meter reading, utility billing and land management functions. This position must be familiar with all policies and procedures, ordinances and resolutions that must be followed in the Utility operations. This position will recommend policy and procedure changes, research and prepare reports and analyze statistical studies.

To attain the higher level qualified talent, it is necessary to raise the grade in order to attract and retain the appropriate person.

**CITY OF TARPON SPRINGS
JOB DESCRIPTION**

JOB TITLE: UTILITIES CUSTOMER SERVICE MANAGER
DEPARTMENT: UTILITY BILLING
REPORTS TO: FINANCE DIRECTOR
DEPARTMENT HEAD: FINANCE DIRECTOR
FLSA STATUS: EXEMPT
LAST REVISION: 3/2017

GENERAL STATEMENT OF JOB

Supervisory, professional, and administrative work of a responsible nature in various functions related to the management of the Utility Customer Service Department. Work involves supervising employees in the areas of utility customer service, utility billing, meter reading and land management/addressing program. Duties require in-depth knowledge of policies and procedures of all functional areas of utility customer service, utility billing, meter reading and land management. Customer service duties require demonstrated proficiency in communicating professionally with utility customers and other departments, and a problem solving orientation toward efficient completion of assigned responsibilities. Ability to positively interact with and direct a wide range of employees, foster a team atmosphere, and supervise, evaluate, mentor, and develop subordinates in a professional manner that focuses on performance to achieve department goals.

ESSENTIAL FUNCTIONS

1. UTILITY CUSTOMER SERVICE
 - 1:1 Responds to and resolves customer concerns in a timely and professional manner.
 - 1:2 Ability to handle customer issues in a professional manner that respects customers concerns while supporting interests of the City, its citizens and stakeholders
 - 1:3 Ability to communicate effectively and professionally, orally and in writing.
 - 1:4 Ability to establish and maintain professional working relationships with customers, subordinates, co-workers and other City departments.
 - 1:5 Ensure professional customer service by subordinates.
 - 1:6 Provide customer service training to subordinates.

2. UTILITY BILLING SYSTEM
 - 2:1 Supervises and performs the utility billing functions which include meter reading and the accurate preparation of customer utility bills.
 - 2:2 Approves utility account adjustments per City ordinances and policies.
 - 2:3 Researches accounts via remote computer terminal and Pinellas County property data base, in order to aid in resolving accounts problems and providing account information.

- 2:4 Oversees the processing of service orders and work orders for new and terminated accounts, connections and disconnections of utility service, and transfers and meter checks.
 - 2:5 Prepares and maintains monthly reading and billing calendar.
 - 2:6 Responsible for assuring that all internal controls and policies are followed.
 - 2:7 Considerable knowledge of the operations, policies and procedures of the department and to make recommendations for improvements.
3. LAND MANAGEMENT PROGRAM-MUNICIPAL TAX LISTING
- 3:1 Responsible for keeping Land Management-Municipal Tax Address Listing updated.
 - 3:2 Is responsible for approving all street names and addresses including changes and assignments.
 - 3:3 Responsible for land management program and keeping owners and City departments updated on changes.
4. OTHER DEPARTMENT DUTIES
- 4:1 Supervises customer service representatives, utility billing technicians and meter technicians which includes instructing, assigning, scheduling, reviewing, and planning work of others; maintaining standards; coordinating activities; allocating personnel; acting on employee issues; conducting performance appraisals of subordinates; and recommending transfers/promotions, disciplinary actions, discharges, and salary increases.
 - 4:2 Responsible for special projects and providing expertise within a functional area that may require knowledge of and interaction with other City departments to provide quality service delivery.
 - 4:3 Gathers, evaluates and analyzes data relating to operations, practices and techniques and areas of critical concern to a functional area or to the department as a whole.
 - 4:4 Sound organizational skills, ability to prioritize responsibilities and effectively manage various assignments within time constraints.
 - 4:5 Knowledge of acceptable business and administrative practices.
 - 4:6 Ability to proficiently utilize personal computer business applications.
 - 4:7 Attends staff meetings as necessary.
 - 4:8 Prepares annual department budget.
 - 4:9 Performs other duties as required.

QUALIFICATIONS:**EDUCATION**

Minimum Education Requirement: Associate degree in business administration, management, accounting, or related field.

Preferred Education: Associate degree in business administration, management, accounting, or related field.

Required Experience: Three to five years of customer service, accounting, or utilities billing experience, preferably in a supervisory capacity.

Preferred Experience: Five to seven years of customer service, accounting, or utilities billing experience preferably in a supervisory capacity, preferably in a municipal environment.

LICENSURE

Valid Florida driver's license.

An equivalent combination of education, training and experience may be substituted at the City's discretion, for the above education, training and experience.

ADMINISTRATIVE SKILLS**Computer Skills**

Input data into computer programs
Use computerized spreadsheets
to conduct analysis.

Use computer packages to prepare
graphics/charts.
Advanced computer hardware/software
programming operations.

Communication Skills

Answer telephones
Compose letters
Coordinate meetings
Schedule appointments
Interview others

General Office Skills

Balance figures
Compile statistics
Establish/maintain filing systems
Maintain logs
Proofread documents
Research information
Develop office procedures

Equipment, Machines & Tools

Personal computer
Calculator
NaviLine
Adding Machine
reader/printer
Photocopier

Computer peripheral equipment
Fax
Typewriter
Microfiche/Microfilm
Network operations

WORKING ENVIRONMENT

Working Conditions

Occasionally subjected to irregular hours, pressure due to multiple calls and inquiries, and varying and unpredictable situations, handles emergency during crisis situations, handles absentee replacement on short notice. Continually comes in contact with persons under a wide variety of circumstances. Maybe exposed to infections and contagious diseases and the possibility of occasional travel.

PHYSICAL DEMANDS: Using the percentage range as listed:

0% = Never 1 - 33% = Occasional 34 - 66% = Frequent 67 - 100% = Continuous

Requires full range of body motion including:

- A. **Sitting, Standing, Walking, Bending, Squatting, Kneeling, Reaching above shoulder level:** Frequently.
- B. **Verbal Communications:** Continuously.
- C. **Written Communication:** Continuously.
- D. **Hearing Ordinary Conversation:** Frequently.
- E. **Simple and firm right and left grasping:** Frequently.
- F. **Fine/firm right/left manipulating:** Occasionally.
- G. **Lifting/Carrying:** Occasionally lifting/carrying up to 34 pounds.

JOB LOCATION:

Office within City Hall and travel to various other locations throughout the City of Tarpon Springs and the surrounding areas.