



Town of Oro Valley Classification Description

Title: **WATER UTILITY ADMINISTRATOR**
Job Code: 3520
FLSA Status: Exempt

Department: Water Utility
Salary Grade: 122

POSITION SUMMARY:

Under the general supervision of the Water Utility Director, this position manages and provides responsive decision making, leadership and direction to the Customer Service Division including customer service and conservation personnel and programs.

ESSENTIAL JOB FUNCTIONS:

- A. Manages the Customer Service Division including direct supervision of the Water Utility Analyst and Water Conservation Specialist.
- B. Advises, consults and provides information to the Water Utility Director, Engineering Division Manager and the Operations Manager.
- C. Assists the Water Utility Director in the development and implementation of short and long range strategic plans for the department's operational needs, service goals and objectives.
- D. Participates in the recruitment, selection, annual evaluation, training and development of customer service personnel.
- E. Resolves division level operational and procedural problems.
- F. Develops, coordinates and implements division level policies, goals and objectives.
- G. Develops financial projections, coordinates the implementation of water rates and builds financial models used in water rates analyses.
- H. Prepares and interprets financial reports.
- I. Ensures compliance with Arizona Revised Statutes related to water rate settings.
- J. Develops the annual water rate report in support of water rate increases.
- K. Reviews actual and estimated annual costs, reviews budget requests, coordinates development of the departmental budget.
- L. Authorizes purchases, approves invoices and writes journal entries.
- M. Prepares and/or reviews correspondence, ordinances, resolutions and responses to complex customer complaints and inquiries.
- N. Provides administrative support to utility personnel and other Town departments.
- O. Tracks project costs financed by bond issues, assists with bond issues and the financial administration of bonded projects and prepares reimbursement requests.
- P. Assists with development of the Water Utility Commission's Annual Report.
- Q. Staff Officer to the Water Utility Commission's Finance Subcommittee.
- R. Attends and conducts meetings and presentations.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

- Knowledge of applicable Town, State and Federal statutes, ordinances, codes, rules and regulations governing the water utility.
- Knowledge of management and/or supervision principles and possession of strong leadership skills.
- Knowledge of budgeting and accounting principles.
- Knowledge of rate setting principles.
- Knowledge in utility billing and collection procedures.
- Skill in interpreting and applying relevant Town, State and Federal statutes, ordinances, codes, rules and regulations governing the water utility.
- Skill in assessing and prioritizing multiple tasks, projects and demands.
- Skill in consistently meeting deadlines to complete projects and assignments.
- Ability to be an active and positive contributing team member of the Department's Leadership/Management Team.
- Skill in assessing, analyzing, identifying and implementing solutions to complex problems.
- Skill in maintaining, reviewing and reporting financial information.
- Detail oriented with skill in ensuring accuracy of all work performed.
- Excellent verbal and written communication skills.
- Ability to present financial information to a non-financial audience.
- Skill in the use of Excel, Word and other personal computer software.
- Skill in establishing and maintaining effective working relationships.

MINIMUM QUALIFICATIONS:

- Bachelor's Degree in Accounting, Business Administration or related field, **and**
- Five (5) years of progressively responsible experience in a public or private water utility or related field; including five (5) years at a supervisory/management level; **OR**
- An equivalent combination of education and experience.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor environment.