



Town of Oro Valley Classification Description

Title: **WATER UTILITY ANALYST**

Job Code: 3500

FLSA Status: Non-Exempt

Department: Water Utility

Salary Grade: 111

POSITION SUMMARY:

Under general supervision will perform duties which include data collection and compilation analysis, documentation and report preparation related to water utility functions. This position will be responsible for supervision of customer service personnel ensuring teamwork, equitable work distribution, personnel training and oversight of instructional documentation. This position will be responsible for monthly reconciliation of accounts receivables, implementing new water rates, review of utility account transactions, responding to complex customer inquiries and general customer service tasks.

ESSENTIAL JOB FUNCTIONS:

- A. Creates, collects, compiles and analyzes water utility data for documentation and report preparation.
- B. Analyzes and interprets billing related data.
- C. Responsible for reconciling accounts receivable monthly and creating all billing related journal entries including the journal entry for the year-end accounts receivable accrual.
- D. Responsible for creating and transmitting reports to agencies that the utility provides billing services for including winter water consumption, new meter installations, bad debts, and other data as needed.
- E. Supervision of customer service personnel to include providing annual performance appraisals, ensuring equitable work distribution and teamwork.
- F. Responsible for training of customer service personnel and oversight of customer service training materials and related documentation.
- G. Responsible for implementing adopted water utility rates and updating revised sewer rates.
- H. Assists with the development and administration of the department budget.
- I. Responsible for oversight of modifications to billing related software, new software and related staff training. Maintains security access for billing software.
- J. Maintains billing related inventory using Town procurement policies. This includes creating the annual purchase order, monitoring the inventory and scheduling timely shipment of stock.
- K. Prepare monthly invoices for town-owned backflow repairs and invoice contractors for damaged equipment as needed.
- L. Responds to complex customer concerns regarding billing and utility service.
- M. Other duties as assigned.

REQUIRED KNOWLEDGE SKILLS AND ABILITIES:

- Knowledge of applicable Town, state and federal statutes, ordinances, codes, rules and regulations governing utility billing and customer service.
- Knowledge of accounting functions including creating journal entries.
- Skill in compiling, tracking, monitoring and analyzing data for report preparation.
- Skill in assessing and prioritizing multiple tasks and projects.
- Skill in ensuring accuracy of all work performed.
- Skill in performing mathematical calculations.
- Skill in scheduling and monitoring work assignments of direct report personnel.
- Skill in verbal and written communication.
- Skill in establishing and maintaining effective working relationships.
- Skill in the use of Microsoft software including Word, Excel, PowerPoint and Outlook.

MINIMUM QUALIFICATIONS:

- Bachelor's degree from an accredited college or university in accounting, finance, business administration or related field.
- Five (5) years of experience in finance, accounting or general business administration including three (3) years in a supervisory capacity.
- Equivalent combination of knowledge and specialized experience may be acceptable in lieu of a degree.

ENVIRONMENTAL FACTORS and WORKING CONDITIONS:

- Work is performed in an indoor environment.