



City of Irving Job Description

Utility Business Manager

FLSA Status:	EXEMPT	Job Department:	Water Utilities
Job Code:	36091	Reports To (Job Title):	Water Utilities Director

PURPOSE

To manage, oversee and participate in the Water Utilities Department's business operations functions, which includes accounting, budgeting, customer service, and administrative support; additionally, to oversee special utilities projects, such as development of the water reuse program.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Manage assigned department staff members, including organizing, monitoring, evaluating work, and participating in hiring and discipline.
- Oversee preparation of annual budget, including creating monitoring reports and drafting zero-based budgeting letter.
- Monitor department budget, including comparing actual to expected expenditures and recommending budget transfers/adjustments.
- Develop, oversee and implement the City's water reuse program involving multiple regional agencies.
- Prepare items and documentation for oversight groups such as the City Council.
- Manage and coordinate department accounting functions, including vendor contracts, payroll, and accounts receivable and payable.
- Prepare, or oversee the preparation of, bid documents and coordinate the bid processes with other City departments.
- Represent department at local, state, federal, and industry events.
- Coordinate with other city departments regarding business issues.
- Oversee resolution of personnel issues, including coordination with the Human Resources Department.
- Participate in the development of policies and plans related to technology and to the city and assigned department's overall strategic plan.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Provide management oversight for tracking performance measurements and ensuring key performance indicators and metrics are updated on the performance management framework.
- Analyze operations of units within the department, including making recommendations for increased efficiency and effectiveness through process improvement techniques.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 7 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

- Develops, administers, monitors and coordinates an approximately \$80 million Water and Sewer System Fund operating budget in support of the activities and programs for the Water Utilities department.
- Reviews and approves all bank deposits and petty cash reimbursements.
- Prepares and submits invoices for wholesale water purchases and pipeline transmission charges.
- Prepares detailed reports for settling fixed and variable costs associated with Lake Chapman operations.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to a Bachelor's degree in Business, Accounting, or a closely related field.

EXPERIENCE

- Minimum of five (5) years of increasingly responsible related experience, including two (2) years of administrative and supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid, Texas driver's license, or the ability to obtain upon hire, is required.

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Accounting: Principles and practices including general ledger, accounts payable, and accounts receivable.
- Applied Math: Concepts such as fractions, percentages, ratios, and proportions.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Purchasing Policies and Regulations: Understanding local and state purchasing laws and policies governing the procurement of goods and services.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.

- **Contract Management:** Knowledge of administering and managing contracts, understanding the terms and conditions of contracts, and payment thereof.
- **Personnel and Human Resources (HR):** Policies and practices involved in personnel/HR functions, including selection, supervision, training, performance evaluations, and terminations.
- **Office Software:** Current word processing, presentation, spreadsheet, and database programs used by the City, including the Microsoft Office suite.
- **Industry Software:** Sufficient familiarity with technology to use a variety of specialized industry software programs, such as Banner (HRIS), Citrix, MinuteTraq, Network Fleet, and Performance Management Framework.

SKILLS AND ABILITIES IN

- **Management of Financial Resources:** Determining how money will be spent to get work done and accounting for expenditures.
- **Judgment and Decision Making:** Weighing the relative costs / benefits of a potential action.
- **Active Listening:** Listening to what others are saying and asking questions as appropriate.
- **Basic Math:** Adding, subtracting, multiplying, or dividing quickly.
- **Management of Material Resources:** Obtaining and seeing to the appropriate use of equipment, facilities, and materials needed to do certain work.
- **Cooperation:** Establishing and maintaining positive working relationships with those contacted in the course of work.
- **Complex Problem Solving:** Identifying problems and reviewing related information to develop and evaluate options and implement solutions.
- **System Analysis and Evaluation:** Determining how a system works, how changes affect its outcome, identifying measures or indicators of system performance, and determining what actions are needed to improve or correct performance.
- **Information Organization:** Finding ways to structure or classify multiple pieces of information.
- **Functional Supervision:** Motivating, developing and directing people as they work.
- **Service Orientation:** Actively looking for ways to help people.
- **Self-Management:** Working well independently and without supervision.
- **Maintaining Current Knowledge:** Reading, analyzing and interpreting general business periodicals, professional journals, technical procedures, or governmental regulations.
- **Direction and Instructional Comprehension:** Interpreting a variety of instructions furnished in written, oral or diagram form.
- **Interactive Presentation:** Effectively presenting information and responding to questions from groups of managers, clients, customers, and the general public.
- **Persuasion:** Convincing others to approach or view things differently.
- **Teaching:** Conveying new concepts and confirming comprehension by listener.
- **Reading Comprehension:** Reading and interpreting documents.
- **Negotiation & Conflict Resolution:** Bringing others together to reconcile differences.
- **Deductive Reasoning:** Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- **Inductive Reasoning:** Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.
- **Oral Comprehension:** Listening to and understanding information and ideas presented through spoken words and sentences.
- **Oral and written Expression:** Communicate information and ideas in writing, as well as through speech, so others will understand.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Interacts with a wide variety of city staff from support staff through department director level as well as external customers for problem solving and explanatory purposes. Contacts with vendors are also critical to effective work products and results.

EQUIPMENT AND PROPERTY

This position operates a City vehicle for travel to and from work sites, and uses the full range of general office equipment including computers, printers, copiers, fax machines and telephone systems.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to listen, see, and/or talk. Frequently, s/he is required to carry, lift up to 10 pounds, sit, stand, and/or walk. Occasionally, s/he is required to grasp, handle, feel, drive a vehicle, kneel, lift up to 25 pounds, pull, push, reach, and/or stoop. In rare instances, s/he is required to balance, climb, crawl, lift up to 50 pounds, and/or smell.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.