

DONNER SUMMIT PUBLIC UTILITY DISTRICT

Job Description

<i>Job Title (Class):</i>	Office Manager	<i>Reports To:</i>	General Manager
<i>FLSA Status:</i>	Exempt	<i>Approved by Board of Directors:</i>	November 21, 2023

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

I. Definition

Under general supervision of the General Manager; perform, direct, manage, supervise, and coordinate the assigned programs and activities within the administrative department including utility billing, finance, human resources, risk management, information systems, and office maintenance; coordinate assigned activities with other departments and outside agencies; and provide highly responsible and complex administrative support to the General Manager.

II. Supervision Received and Exercised

Receives supervision from the General Manager. Exercises direct supervision over clerical staff.

III. Essential Functions Statement

The duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.

1. Manage assigned services and activities including utility billing, finance, human resources, risk management, information systems, and office maintenance.
2. Develop and direct implementation of goals, objectives, policies, procedures, and work standards for assigned services and activities including utility billing, finance, human resources, risk management, information systems, and office maintenance.
3. Plan, direct, and coordinates work plans for assigned staff; assign work activities and responsibilities to appropriate personnel; review and evaluate work methods and procedures for quality and compliance with laws, regulations, and District policies and procedures; and meet with staff to identify and resolve issues.
4. Monitor the assigned services and activities and identify opportunities for improvements, provide recommendations to the General Manager for process changes, and implement approved changes.
5. Select, motivate, and evaluate assigned staff; provide or recommend training; work with staff to correct deficiencies; review daily activities with assigned staff; and provide policy guidance and interpretation to staff.
6. Assume responsibility for all human resources services and activities including recruitment, hiring, classification, compensation, benefits, and related services.

DONNER SUMMIT PUBLIC UTILITY DISTRICT

Job Description – Office Manager

7. Manage purchasing and contract administration for assigned services and activities; prepare requests for proposals and invitations to bid; and manage selection process.
8. Manage financial activities including accounting, budgeting, and investments; recommend and administer financial policies and procedures.
9. Manage utility billings, payments, and accounting; perform complex and technical accounting and fiscal record management analysis; identify and analyze problems in accounts receivable and general accounting; make recommendations for improvements.
10. Coordinate and interact with the Districts' accountant in a professional and productive manner to obtain monthly bank reconciliations, financial reports, fund balances, and monthly cash flow analysis.
11. Assist the General Manager in development and administration of the annual budget; participate in the forecast of funds needed for staffing, equipment, materials and supplies; approve expenditures within the assigned services and activities; monitor expenditures and recommend adjustments to the General Manager.
12. Oversee preparation of annual financial statements and annual audit.
13. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
14. Manage risk and property management services and activities, select appropriate risk management programs.
15. Negotiate purchase of insurance coverage.
16. Monitor property and workers' compensation insurance claims.
17. Manage information systems including local area networks, associated hardware and software, phone and internet access; monitor information system effectiveness and recommend improvements as required.
18. Oversee maintenance of District office.
19. Prepare and present staff reports, agendas, minutes, and other necessary correspondence for Board and Board committees.
20. Provide professional staff assistance to the General Manager
21. Conduct organizational studies, investigations and operational studies, recommend modifications to administrative department programs, policies, and procedures as appropriate.
22. Attend and participate in professional group meetings, stay abreast of new trends and innovations in the field of public administration.
23. Receive and respond to questions from District staff related to assigned functions.
24. Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
25. Perform related duties as assigned.

DONNER SUMMIT PUBLIC UTILITY DISTRICT

Job Description – Office Manager

IV. Qualifications

Knowledge of:

- Operational characteristics, services, and activities of a comprehensive administrative services program in a local government setting.
- Principles and practices of program development and administration.
- Principles and practices of special district budget preparation and administration.
- Local government accounting, purchasing and contract administration, financial policies and procedures, risk management.
- Modern computer technology and information systems.
- Ethical operations for local government.
- Special district governing and management.
- Principles of supervision, training, and performance evaluation.
- Federal, State, and local laws, codes, and regulations related to required tasks, special districts, water utilities, and wastewater utilities.

Ability to:

- Oversee and participate in management of the administration department.
- Oversee, direct, and coordinate work of the department staff.
- Select, train, evaluate staff.
- Participate in the development and administration of department goals and procedures.
- Oversee work of the District accountant.
- Analyze problems, identify potential solutions, project outcomes of solutions, and implement recommendations.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Interpret and apply federal, state, and local policies, laws, and regulations.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

V. Experience and Education Guidelines

Experience

Three years of increasingly responsible public administration experience including one year of supervisory experience.

Education

Equivalent to a bachelor's degree from an accredited college or university with major coursework in public administration, business administration, finance, or a related field. Additional relevant experience may be considered in-lieu of a bachelor's degree.

DONNER SUMMIT PUBLIC UTILITY DISTRICT

Job Description – Office Manager

License and Certificate

Possession of, or ability to obtain, a valid California driver's license.

VI. Working Conditions

Environmental Conditions

Work is normally performed in a temperature-controlled office environment subject to typical office noise.

Physical Conditions

Essential functions may require maintaining physical condition necessary to sit at a desk and/or stand at counter for long periods of time; intermittently twist and reach office equipment; write and use keyboard to communicate through written means; run errands as required; lift or carry weight of 25 pounds or less.

Mental Conditions

Essential functions may require maintaining mental condition necessary to review documents related to department operations; observe, identify, and problem solve office systems and procedures; understand, interpret and explain department policies and procedures; explain and problem solve office issues with the public and staff; handle conflict.