

## City of Sparta Job Description

**Job Title:** Office Manager  
**Department:** Utilities  
**Reports To:** Utilities Manager/City Recorder  
**FLSA Status:** Exempt  
**Approved By:**  
**Approved Date:** May 19, 2008

### SUMMARY

Oversees the utilities business office, including the cashier function, customer accounts, billing, and customer service.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include the following. Other duties may be assigned.

- 1) Oversees cashiers; ensures control of receipts; assists in determining account adjustments and resolving account discrepancies; supervises all office activities.
- 2) Oversees customer billing; reviews reports from billing agent and ensures accurate customer billing; verifies unusual readings, requesting re-reads if appropriate; makes adjustments as needed; coordinates with billing agent.
- 3) Approves and signs checks for petty cash. 4) Maintains customer and account records; sets up new accounts; processes meter orders; reviews customer account changes and makes corrections as needed; collects and documents final account balances; files estate or bankruptcy claims; maintains uncollected accounts; applies deposits and accrued interest to closed accounts; refunds credit balances; prepares bad debt charge off accounts and documentation after exhausting all collection attempts.
- 5) Posts and reconciles financial transactions; prepares and balances daily cash report, and monthly receivables report.
- 6) Assists in communicating changes in rates, fees, and TVA programs to the public; coordinates with billing agent to ensure accurate customer billing; processes loans and rebates and posts to proper accounts.
- 7) Updates and maintains automated meter management system, route and electric distribution system recordkeeping; maintains vehicle fuel cost spreadsheets; tracks garbage fees collected; prepares statistical and other reports as requested by management.
- 8) Implements data access security measures as security management system administrator such as passwords; completes documentation of all transactions.
- 9) Responds to customer inquiries and complaints.

### OTHER DUTIES

- Orders and maintains office supplies.
- Oversees office computer operations; installs computers, peripherals, and software; performs

routine hardware maintenance; coordinates maintenance services performed by vendors; trains staff on computer operations.  
- Performs related work as needed.

### **SUPERVISORY RESPONSIBILITIES**

Directly supervises 3 to 4 employees in the utilities cashier/billing function. Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities planning, assigning, and directing work; **REQUIRED ABILITIES AND TECHNICAL KNOWLEDGE**

Knowledge of generally accepted accounting principles, utility accounting, and payroll regulations.

Knowledge of electrical distribution and metering principles.

Familiarity with utility and Sarbanes Oxley regulations.

Strong interpersonal skills to effectively deal with customers and the public.

Ability to operate calculator, computer and other office equipment.

**QUALIFICATIONS** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

### **EDUCATION and/or EXPERIENCE**

Associate's degree in accounting and two to four years related experience, or equivalent combination of education and experience.

### **LANGUAGE SKILLS**

Ability to read, analyze, and interpret general business periodicals, employee benefit plan documents, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

### **MATHEMATICAL SKILLS**

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to draw and interpret bar graphs.

### **REASONING ABILITY**

Ability to define problems, collect data, establish facts, and draw valid conclusions. Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

None

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

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel and reach with hands and arms. The employee frequently is required to sit and talk or hear. The employee is occasionally required to stand and walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, color vision, depth perception, and ability to adjust focus.

**WORK ENVIRONMENT** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts and vibration. The noise level in the work environment is usually moderate.