



Job Title: Administrative Services Manager

FLSA Status: Non-Exempt

JOB SUMMARY

Under the general direction of the General Manager, the position of the Administrative Services Manager is responsible for the District's billing process by performing intermediate to moderately complex and varied clerical duties related to the billing of customers for services rendered, and to maintain accurate customer account records and files. Performs other duties as assigned.

SUPERVISION RECEIVED/ EXERCISED

Receives general direction from General Manager. Will provide supervision and work coordination for other office support staff.

DISTINGUISHING CHARACTERISTICS

This position has responsibility for overseeing customer billing. Incumbents are expected to work with independence and have responsibility for intermediate to difficult and complex duties.

ESSENTIAL FUNCTIONS *(may include but are not limited to the following)*

- Supervises the preparation and distributes timely bills for water, waste water and street light services to customers based on usage extracted from meter reading data, and application of approved rate structure
- Supervises the collection and process of all payments, daily bank deposits, closing reports and import files
- Audits the daily cash reconciliation
- Supervises and assist in establishing new accounts, maintenance of existing accounts and closed accounts
- Supervises and assists in the sets up new service accounts in the system
- Supervises the maintenance of past due accounts: oversees the mailing of Shut Off notices, shut-offs schedule for door hangers and collection phone calls
- May prepares work orders as needed based on customer requests, meter issues, etc.
- Schedules and controls the date for billing, delinquent charges and shut-offs
- Oversees and/or performs searches for and follows up on closed accounts for outstanding balances
- Supervises the processing of refunds and transfers on closed accounts
- Supervises the posts, processes, files and storing of all work orders
- Supervises the audits of meter reads and reconciliation to records
- Maintains files, compiles information, checks reports, and types reports
- Supervises the process and preparation of all billing adjustment requests
- Oversees the import of electronic meter readings and checks reports for errors or unusually high or low usage
- Responds to customer inquiries about billing, ECSD services, investigating services and general customer service.
- Responsible for overseeing the maintenance of the office supply list and ordering office supplies
- Supervises the accounts payable process in QuickBooks
- Enters CUSI session imports into QuickBooks
- Creates monthly invoices to Yolo County for parks/pool and retention basins.
- Reconciles monthly bank statements, online credit card payment statement and accounts receivable between CUSI and QuickBooks.
- Reconciles QuickBooks General Ledger against Yolo County's General Ledger
- Creates and enters Journal Entries as necessary
- Works directly with District auditor
- Assists General Manager with HR issues
- Maintains District Board Policies, Accounting Manual and Employee Handbook
- Assists General Manger in creating Board Agendas and Board Packets; attends Board Meeting, takes minutes and prepares minutes for Board approval.



- Assists General Manager with budget preparation, budget changes, community development planning and requests.
- Serves as the General Manager's designee when appropriate.

JOB SPECIFICATIONS

Knowledge

- Principles and practices of basic accounting and human resources.
- Development and maintenance of filing and record keeping systems.
- Principles of mathematics.
- Principles and practices of general ledgers and posting procedures.
- Red Flag procedures.
- Basic English usage, spelling, grammar and punctuation.
- Modern office practices, equipment, and procedures.
- Personal computer operation and related software applications at a basic level.
- Laws, ordinances, statues, and regulations controlling handling customer accounts.
- District policies, rules, regulations and procedures.
- Best practices in customer service.
- Appropriate safety precautions, procedures, practices and regulations.

Skills and Abilities

- Operate a computer workstation with basic skill level in Excel, Word, and Outlook, including setup and maintenance of an Excel spreadsheet. Type a minimum of 40 wpm.
- Advanced data entry and 10-key functions.
- Use of standard office equipment such as copier, fax machine and scanner.
- Listen and effectively and courteously interface with customers.
- Exercise independent judgment and initiative within established guidelines.
- Interpret and follow District codes, policies, and standards.
- Maintain complete and accurate records and documentation.
- Prepare a variety of financial reports.
- Gather, analyze and interpret data.
- Understand and carry out oral and written instructions.
- Communicate clearly and concisely, both verbally and in writing.
- Establish and maintain cooperative working relationships with all levels of co-workers, customers, and vendors
- Prioritization, organization, and coordination.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Work in an office environment with some exposure to dust, dirt, and hazardous materials.
- Work at a desk for extended periods of time. Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of up to 15 pounds such as large binders, books, and small office equipment. Move boxes paper, envelopes, bills and reports using a cart.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-on-one and group settings; regularly use a telephone and two-way radio for communication.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment. Operate office equipment such as computer and keyboard, copiers and fax machines; look at computer monitor for extended time periods.
- Read and interpret moderately complex data, information and documents; use math/mathematical reasoning; perform highly detailed work accurately within prescribed deadlines.
- Work on multiple concurrent tasks; work with some interruptions, and interact with all levels of



District employees and management staff.

- Hearing and vision within normal ranges with or without correction.

QUALIFICATIONS

Education and/or Previous Work Experience

Any combination of experience and training that would provide the knowledge and abilities to perform the position is qualifying. A typical way to obtain the required knowledge and abilities would include the following:

- High School diploma or equivalent
- Three (3) years of working experience in a billing, customer service, human resources, and/or financial record keeping environment.

License/ Certificate:

Possession of a valid California Class C California driver's license.