



Job Title: Finance Manager

Department: Utilities

Classification: Exempt

Position Summary: Management of Utilities' business functions including administrative services, financial and budget development utility billing processes, permit coordination and reviews, water/electric metering, and utilities disaster preparation support consistent with the organization's values and mission statement.

Supervision Exercised and Received: Works under the general supervision of the Utilities Director. Exercises direct supervision over the Utility Billing Supervisor, Metering Services Supervisor, Permit Coordinator, Senior Administrative Assistant, and Administrative Assistant II.

Essential Job Functions:

- Responsible for managing the department's business functions including the financial and administrative resources for multiple enterprise funds.
- Manages and ensures financial and administrative support services to Utilities and the Utility billing office.
- Creates and oversees utilities customer policies, customer service programs and associated outreach communications.
- Manages billing and account structure and resolution of billing disputes including collaboration with utility billing, finance, and attorney offices.
- Manages the metering function including timely meter reading, accurate reporting, and associated technology applications.
- Prepares, reviews, and presents staff reports/memo including those for City Council meetings.
- Manages and monitors capital and operating budgets, accounting, rate administration, supporting information technology services, Utilities ICS support.
- Prepares and presents code and ordinance changes, rates, fees, budget as well as financial adjustments, and other utility business policies and practices.
- Educates and provides support mechanisms and tools for Utilities project managers and other staff with delegated budget responsibilities.
- Executes leadership and supervision responsibilities through sound judgment, focusing on quality improvement, managing and resolving conflict, fostering a culture of accountability, clearly defining responsibilities and expectations, setting goals, providing motivation and performance feedback, recognizing contributions and encouraging training and development.
- Identifies, evaluates, and implements process and technology improvements. This includes meter reading hardware and software upgrades and interfaces, work order management, customer service mechanisms, utility billing and finance G/L system.
- Initiates and oversees specific projects for the department as assigned. Projects may support various business functions such as rate studies, budget research, procurement planning,



consultant management, technology, resource use and reporting, and emergency response coordination.

- Provides oversight on proper application of development revenue collections including; tap fees, electric community investment fees, review fees, major/minor permit triggers, and water efficient landscape ordinance requirements.
- Manages development review fee structure and resolution of billing disputes.
- Manages customer transfer and interface from development review process to Utility billing.
- Provides oversight and support for staff providing development review services under Utilities funding stream.

Core Competencies: Displays the following key competencies in the overall job performance to include knowledge, skills and abilities:

- Knowledge of business and management principles involved in financial planning and management for public utility with water and electric operations.
- Knowledge of business and project management and effective practices.
- Knowledge of utility rates, fees, contracts, codes, laws, ordinances, regulations and instructions.
- Knowledge of principles and processes for providing customer services. This includes customer needs assessment, meeting quality standards, and evaluation of customer satisfaction.
- Knowledge of policies, procedures, and practices to promote safety in the utility operations.
- Ability to develop and manage multiple budgets with different revenue sources, capital programs and resources to achieve objectives.
- Ability to work with financial accounting and reporting systems, meter reading and billing. This includes relevant software such as spreadsheets, word processing, and presentation.
- Ability to collect, organize, and analyze data sets and communicate findings.
- Ability to use critical thinking to evaluate complex problems and in approach to solutions.
- Ability to maintain effective relationships, motivate, develop, and direct people including the selection and performance management.
- Ability to coordinate and collaborate with internal and external customers staff to meet desired objectives and goals.
- Ability to work independently, establish priorities, and meet deadlines.
- Ability to communicate professionally and effectively with internal and external customers.

Minimum Requirements:

Education: Bachelor's Degree from an accredited school, college or university in Accounting, Finance, Business Administration or related field.

Experience: Five (5) years of progressively responsible professional experience in utilities and financial management, administration and customer service, utilities rates, and technology implementation three (3) of which must be in a supervisory capacity.



Technical Knowledge: Must be proficient in Microsoft Word, Excel, Outlook, Publisher, PowerPoint, Access, and municipal financial reporting and billing software systems (or ability to acquire within 6 months).

Licenses & Certifications: Must possess a valid Colorado driver's license or be able to obtain one within 30 days of start date. Must complete Incident Command System (ICS) training levels 100, 200 and 400 within the first year of start date.

Preferred Candidate: Experience within a Utility environment managing administration desired. Master's degree in Business Management, Administration, or related field preferred.

NOTE: This position requires a Criminal Background Check upon hire. Employment is contingent upon passing the Criminal Background Check.

Position Type and Work Hours:

- Regular full time, hours may vary with workload.
- Evenings/Weekends/Holidays may be required in addition to or instead of normal hours.

Work Environment:

- Indoors: Office environment.
- Outdoors/Off-Site: Meetings, trainings, and site visits at a variety of city facilities and areas.

Currently, due to the COVID-19 pandemic, City professional staff may be required to work partially remotely.

Physical Demands:

- Communicating with others to exchange accurate information.
- Consistent reaching, standing, sitting, typing, talking, crouching, kneeling, seeing, and hearing.
- Occasional lifting and carrying.
- Must be able to remain in a stationary 50% of the time.
- Constantly operates a computer and other office productivity machinery, such as a calculator, copy machine, and computer printer.
- The person in this position needs to occasionally move about inside the office to access file cabinets, office machinery, etc.
- Repeating motions that may include the wrists, hands and/or fingers.

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.

This job description is designed to indicate the general nature and level of work. It is not meant to be a comprehensive list of all duties, responsibilities, and qualifications required of employees assigned to this job. Duties and responsibilities are subject to change if within a reasonable scope of the job.