



**Job Title:** Utilities Business Services Manager

**Department:** Utilities

**Classification:** Exempt

**Position Summary:** Manages the Utilities department's 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, Management Analyst II, Senior Administrative Assistant, and Administrative Assistant II.

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**Essential Job Functions:**

Business Services Team Management

- Executes leadership, oversight, and supervision responsibilities over the Utilities Business Services Team, which includes Administrative staff, the Metering division, and the Utility Billing Team. As a senior position in the Utilities Department, this position works to create a culture of accountability and excellence, providing motivation and performance feedback, recognizing contributions, and encouraging training and development. This position provides direct supervision over the Utility Billing Supervisor, Metering Services Supervisor, Management Analyst II, Senior Administrative Assistant, and Administrative Assistant II.

Business Technology Project Management

- Leads and manages technology and business process improvements projects in position's span of control. 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. Collaborates on interdepartmental initiatives and partners with Strategy and Innovation Department.

Financial Management

- Under the general direction of the Utilities Director is responsible for the management of the financial activities, including the Utilities capital and operating budgets, accounting, rate administration, financial forecasting, and reporting. These activities include developing models for the evaluation of business alternatives considering key variables, assisting the Director with the budget and strategic plan, and developing and maintaining logical and flexible financial models that produce a full set of financial statements utilizing existing tools and software.
- Additionally, this position will frequently perform financial and operational calculation regarding metrics based on key business drivers that provide necessary insight to assist management's operational and business decision making.
- Prepares, documents, and presents code and ordinance changes, rates, fees, budget as well as financial adjustments, and other utility business policies and practices to internal and external stakeholders.



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- This position is responsible for presenting financial information and business analysis to City Council, acting as the Utilities financial subject matter expert.
- Supports operations and Utilities Department by providing support mechanisms and tools for Utilities project managers and other staff with delegated budget responsibilities.
- Partners with operations and Finance Department on budget completion and strategies.
- Responsible for driving continuous improvement of financial analysis, reporting, forecasting, budgeting, and planning.
- 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.

### Customer Service Management

- 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.
- 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.

### City Organizational Values

- Supports and models the City of Aspen organizational values: Service, Partnership, Stewardship, and Innovation. Organizational values are shared principles that guide behavior across the organization. This position is responsible for upholding and applying these values while performing daily work functions.

Other duties as assigned.

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



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- **Service:** Provides service with excellence, humility, integrity, and respect in daily work, builds trust by listening, treats people with respect, acknowledges opportunities for improvement, and follows through with commitments.
- **Partnership:** Actively creates strong, supportive internal and external relationships to attain a common goal and achieve greater impact together.
- **Stewardship:** Balances social, environmental, and financial responsibilities, evaluating the impact of decision making on a thriving future for all.
- **Innovation:** Develops technical expertise to pursue new ideas and creative outcomes, grounded in Aspen's unique culture, opportunities, and challenges.
- **Communication:** Knowledge of effective and appropriate communication. Ability to use knowledge effectively in various contexts which may require oral, written, visual and non-verbal communication.
- **Interpersonal:** Works to develop strength in interpersonal skills. Has the ability to work well with diverse groups of people, both inside and outside the organization.
- **Technology:** Demonstrates technology skills sufficient for the nature and level of position. Demonstrates a willingness to learn new technologies and transition job duties accordingly to support technological advances and innovation.
- **Team Building:** Works to build and maintain high performing teams to includes appreciating differences and reinforcing a sense of belonging.
- **Accountability & Trust:** Follows through on commitments, takes responsibility for outcomes, and values relationships.
- **Strategic Thinking:** Works to bring a strategic focus to daily work, anticipates problems and considers solutions.
- **Business Acumen:** Demonstrates understanding of business processes, objectives, and goals.
- **Financial Planning:** Knowledge of business and management principles involved in financial planning and management for public utility with water and electric operations.
- **Finance Systems:** Ability to work with financial accounting and reporting systems, meter reading, and billing. This includes relevant software such as spreadsheets, word processing, and presentation.
- **Analysis:** Strong quantitative and analytical skills, and the ability to perform complex analysis. Self-motivated with excellent organizational skills and the ability to handle multiple projects effectively; Ability to collect, organize, and analyze data sets and communicate findings.
- **Budgeting:** Ability to develop and manage multiple budgets with different revenue sources, capital programs and resources to achieve objectives.
- **Financial Forecasting:** Ability to provide quantitative analysis of actual results to budget and prior periods, and to perform budget/forecasting techniques.

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### Minimum Requirements:

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

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Approval Date: May 2021



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Experience: Five years of progressively responsible professional experience in utilities and financial management, administration and customer service, utilities rates, and technology implementation; demonstrated success in a management/supervisory capacity.

Technical Knowledge: Must be proficient in Microsoft Word, Excel, Outlook (Email), Publisher, Power Point, Access, and municipal financial reporting and billing software systems (or ability to acquire within 6 months). Must have a basic understanding of computers and online computer-based technology applications, which includes accessing web-based platforms.

Licenses & Certifications: Must possess a valid Colorado driver's license or be able to obtain one within 30 days of start date. This position is required to complete Incident Command System Level 400 training within one year of start date.

NOTE: Any combination of experience and education that would likely provide the required abilities, knowledge, and skills as determined by the City of Aspen may be substituted for the requirements above.

Preferred Candidate: Experience in a Utility environment managing administrative or other relevant functional areas, with an understanding of the utility regulatory process and rate analysis for both gas and electric is desired. Professional certification (CPA, CMA, CFA) or advanced degree preferred. Financial modeling experience is a huge plus.

NOTE: This position requires a Criminal Background Check upon hire. Employment is contingent upon passing a 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:** Meetings, special events, and trainings. Project work sites including construction sites and renewable energy facilities.

**Physical Demands:**

Visual Acuity: Ability to bring objects into focus.

Balancing: Maintaining equilibrium.

Bending: Bending or position oneself to move an object from one level to another.

Carrying: transporting or moving an object.

Crouching: Bending body downward and forward by bending leg and spine.

Climbing: Ascending or descending stationary objects.

Eye/Hand/Foot Coordination: Performing work through using two or more body parts or other devices.

Gripping/Grasping: Ability to apply pressure with fingers and palm.

Handling: Seizing, holding, grasping, through use of hands, fingers, or other means.

Hearing: Perceiving and comprehending the nature and direction of sounds.



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Kneeling: Bending legs at knees to come to rest on knee or knees

Lifting: Moving objects weighing no more than 10 pounds from one level to another.

Pushing/Pulling: Ability to use upper extremities to exert force in order to press, draw, drag or haul objects in a sustained motion.

Reaching: Extending the hands and arms or other device in any direction.

Repetitive motions: Making frequent or continuous movements.

Sitting: Remaining in a stationary position.

Standing: Ability to sustain position for a period of time.

Stooping: Bending body downward and forward by bending spine at the waist.

Talking: Communicating ideas or exchanging information.

Walking: Ability to move to traverse from one location to another.

**NOTE: Currently, due to the COVID-19 pandemic, City professional staff may be required to work on site and or partially remote.**

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 as long as within a reasonable scope of the job.