

CITY OF BIG BEAR LAKE
DEPARTMENT OF WATER AND POWER
CLASS SPECIFICATION

Class Title: Administrative Manager

Class Code Number: 0100

Position Designation: Professional/Mid-Management

Division: DWP

General Purpose of Position

The purpose of this position is to, under the general direction of the General Manager, assist in the organization, direction, supervision, and evaluation of the Department of Water and Power, including utility billing, customer service, accounts payable, and revenue collection; to perform a variety of administrative tasks relative to assigned areas of responsibility; and to provide staff assistance to the General Manager.

RESULTS STANDARDS

Results Standards set guidelines for the quality and correct procedure expected when performing any task for the City of Big Bear Lake.

- I. Customer Service:**
Government service is provided in a professional and effective manner with an emphasis on responsiveness and accessibility to both employees and the public.
- II. Professionalism:**
Job duties are consistently performed in a legal and ethical manner consistent with the code of conduct and standards applicable and appropriate to the position and particular specialized area.
- III. Production:**
Employee labor products are of high quality and are produced in a timely and cost-effective manner.
- IV. Critical Thinking:**
Decisions are made utilizing appropriate problem identification, analysis, and evaluation processes with a continual emphasis on innovation, ethics, and professionalism.
- V. Teamwork:**
Goals common to the organization are achieved through cooperation, coordination, and the development of professional relationships.
- VI. Professional Development:**
Employees are empowered to perform their jobs at the highest level and are encouraged to improve both personally and professionally. The overall quality of professionalism in the organization is improved through commitment, training, involvement, and education.
- VII. Leadership:**
Efficiency, effectiveness, and teamwork are promoted by all employees. The values of the City are properly communicated through the behavior of organizational leaders in a manner appropriate to their position.

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FORMAT

Result Statements: (in bold) describe common results expected of the Division or results specific to a particular position.

Performance Standards (preceded by a) describe the specific manner in which the associated Result Statement is achieved by this position. Multiple Performance Standards can be associated with each Result Statement and define the expectations for employee performance.

A. The management responsibilities of the DWP are carried out.

- The work of assigned staff responsible for customer service, utility billing services, revenue collection, accounts payable, permits applications and office purchasing is assigned, directed, supervised, evaluated and reviewed.
- Staff is selected, trained, supervised, motivated and evaluated; staff training is provided; work is conducted with employees to correct deficiencies; discipline and termination procedures are implemented appropriately.
- Supervision, preparation and analysis of reports concerning billing, collections, accounts receivable, customer accounts, etc. are provided.
- Oversight is provided for the maintenance of the computer system; scheduled back-ups of data are performed; computer programs are modified as needed.
- Assistance is provided in union/personnel negotiations and issues.
- Staff are provided, whenever possible, the resources necessary to improve their professional skills through training, continuing education, and other appropriate activities.
- A wide variety of reports, letters and memos are written and proofread; a variety of office equipment is operated including a computer terminal; data and text are input and retrieved; computerized records are maintained.
- An Emergency Response Plan is maintained and updated. Table top exercises for senior staff are coordinated.

B. Goals and objectives for the DWP are developed and implemented in a cost effective and professional manner.

- Assistance is provided in the direction, oversight and development of the DWP's work plan; work activities, projects and programs are scheduled and assigned; work flow is monitored; work products, methods and procedures are reviewed and evaluated.
- Assistance is provided and recommendations are made in developing, planning and implementing goals and objectives for the DWP; policies and procedures are recommended and administered.
- Data for special projects and various comprehensive reports is researched, compiled, analyzed and summarized as requested by the General Manager and Water Board; staff reports and other necessary correspondence are prepared and presented for the Water Board; coordination and participation are provided for the preparation of ordinances/resolutions as needed.

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- Newsletters are prepared; DWP customer survey results are monitored and analyzed; advertising is produced/coordinated.
- Attendance and participation in professional groups and representation of the DWP are provided at meetings as required.
- C. Budget services are provided to establish a master plan for financial management of the DWP.**
 - The budget for the DWP is prepared and administered in a timely and professional manner.
 - Budget recommendations are submitted; budget procedures and forecasting techniques are implemented.
 - Principles and procedures of financial record keeping and reporting are developed.
 - Fiscal and operating data is collected, analyzed, and summarized in various financial reports to management, staff, the Water Board, and appropriate outside parties.
 - Reports and analyses pertaining to fiscal matters are presented to management, the Water Board, and other appropriate parties.
 - Department expenditure activity is monitored to ensure compliance with approved budgetary authority.
 - Reimbursement agreements and records are monitored and maintained.
- D. Members of the public are assisted in a courteous, timely, and professional manner; potential risk management issues are monitored.**
 - Cost estimates and conditions of approval are reviewed.
 - New projects/construction are reviewed and responded to and Development Review Committee meetings are attended.
 - New construction activities are coordinated with other City departments.
 - Special projects/policies are coordinated with the DWP engineer and attorney.
 - Damage claims/litigation are researched, monitored, documented, negotiated and/or resolved.

Qualifications

Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying:

Education: A Bachelor's degree in Finance, Accounting or related field, or completion of the twelfth grade supplemented by specialized training in office procedures, accounting, business administration or a related field is required.

Experience: Four years of increasingly responsible experience involving utility customer service or billing activities. Two years of project management and lead supervisory responsibility experience are preferred.

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Must possess or have the ability to obtain a valid California driver's license.

Knowledge, Skills, Abilities, and Personal Characteristics

This position requires the knowledge of utility customer service and billing operations, services and activities; principles and practices of supervision, training, performance evaluation, administration and personnel management; modern and complex principles and practices of organization and office management; principles and techniques of business letter writing and basic report preparation; principles and procedures of financial record keeping and reporting; budgeting procedures and forecast techniques; ability to supervise, organize and review the work of clerical personnel; select, supervise, train and evaluate staff.

The individual should be able to exercise sound judgment, be able to plan, be well organized, have excellent verbal and written communication skills, work well under pressure, be proactive, flexible, and cooperative. The individual must be accurate, timely, discreet and able to maintain confidentiality on appropriate issues.

Physical Requirements

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. This position may require extended periods of sitting. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone, and other standard office machines.

Tools

This position requires the use of a PC, word processing, spreadsheet, data base, presentation, and statistical software, and standard office equipment.

Work Environment

The following requirements are representative of those that must be met by an employee to successfully perform the essential functions of this job. Work will be performed in an office at DWP exposed to moderate levels of noise. The majority of work associated with this position will be performed sitting down, word processing or answering the phone. This position involves a substantial amount of contact with both employees and citizens both face to face and over the telephone. Light lifting (up to 25 lbs.) is required occasionally. This position requires manual manipulation of a keyboard, phone, and other standard office machines. This position may require the operation of a motor vehicle.