

ORDINANCE NO. 1906

AN ORDINANCE OF THE CITY OF TALLADEGA TO PROVIDE A JOB/POSITION DESCRIPTION FOR OFFICE/BILLING SUPERVISOR IN THE WATER DEPARTMENT OF THE CITY OF TALLADEGA; AND TO AMEND ORDINANCES 1835, 1845, AND 1874 IN PART.

Be it ordained by the City Council of the City of Talladega, Alabama, as follows:

WHEREAS, the City of Talladega is dedicated to providing equal opportunity for employment to all qualified applicants and ensuring fair treatment of all employees; and,

WHEREAS, pursuant to the authority of State Act Number 2004-436, Section 7, the City Manager after consultation with the Civil Service Board and the employee committee has proposed the adoption of a job/position description for an Office/Billing Supervisor as a Classified Employee of the City of Talladega; and,

WHEREAS, after reviewing the recommendations of the City Manager regarding this proposed Ordinance Number 1906, the City Council of the City of Talladega has determined that the proposed ordinance is in the best interest of the members of the Classified Service of the City of Talladega;

NOW, THEREFORE, BE IT RESOLVED, AS FOLLOWS:

Section 1. There is hereby created the position of Public Information Officer. The job title and job description are as follows:

**CITY OF TALLADEGA
JOB DESCRIPTION**

| | | | |
|---------------------------|---------------------------|--------------------------|-----|
| Job Title: | Office/Billing Supervisor | | |
| Department: | Water and Sewer | | |
| FLSA: | Non-Exempt | Grade: 8 | |
| | | Safety Sensitive Job: No | |
| | | Security Sensitive Job: | Yes |
| Job Description Prepared: | March 2022 | | |

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this job and are not to be interpreted as being all-inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Relationships

| | |
|--------------------------|--|
| Reports to: | Water & Sewer Director |
| Subordinate Staff: | Administrative Clerks |
| Other Internal Contacts: | All City Departments |
| External Contacts: | General Public; Alabama Department of Public Health (DPH); Alabama Department of Human Resources (DHR); Businesses; Developers; Financial Institutions; Realtors; Contractors; Vendors |

Job Summary

Under the supervision of the Director, this employee manages, organizes, evaluates the Department's business operation, performs a variety of computer, financial and record keeping duties. Work is performed in accordance with established procedures, but with varying degrees of independent judgment in carrying out assignments, often involving considerable public contact. The employee supervises accounts receivable, accounts payable and office payroll; responds to customer complaints and concerns. Considerable initiative and understanding must be exercised in interpreting codes, rules and regulations. Work is performed in accordance with established rules, regulations, and instructions and work is reviewed upon completion. This job is identified as a security-sensitive job and is subject to a pre-employment background check.

Essential Functions

ESSENTIAL FUNCTIONS: The following list was developed through a job analysis; however, it is not exhaustive and other duties may be required and assigned. A person with a disability which is covered by the ADA must be able to perform the essential functions of the job unaided or with the assistance of a reasonable accommodation.

ESSENTIAL FUNCTION: Supervision and Management. The employee provides guidance and direction to the Water Department administrative staff where the goal is to provide the highest quality service to the citizens of the City.

1. Plans and conducts meetings with key personnel to share information about current and upcoming issues; receives reports on issues of concern to personnel and citizens.
2. Motivates, communicates with, and leads subordinates to work as a team in accomplishing objectives.
3. Monitors the general level of morale and job satisfaction and resolves developing problems as soon as possible.
4. Ensures that policies and procedures are strictly enforced.
5. Conducts performance appraisals on assigned personnel.
6. Performs disciplinary actions in accordance with City policies and procedures specifically issuing corrections, conducting performance counseling, and issuing verbal and written reprimands.
7. Monitors training activities; ensures continuing education requirements are met.
8. Ensures employees receive required training and orientation.
9. Oversees leave and time off for assigned personnel.
10. Monitors departmental budget and financial expenditures throughout the fiscal year, recommends adjustments as needed to stay within budgetary guidelines.

ESSENTIAL FUNCTION: Billing Operations. Performs duties related to timely and accurate billing of Department accounts.

11. Generates bills from meter readings.
12. Validates rate codes for customers.
13. Monitors accounts for excess water usage.
14. Monitors accounts for potential water theft.
15. Validates credit for legitimate leaks
16. Initiates bill printing.
17. Receives payments over the phone.
18. Establishes City billing cycles.
19. Updates accounts with revised information.
20. Conducts a daily audit of receipts against ledgers.
21. Generates month-end reports summarizes monthly collections.
22. Receives paperwork to establish a new account.
23. Establishes new accounts in the Department billing computer system.
24. Completes closeout of an account; calculates final bill based on final meter reading.
25. Applies correct deposit or refund to customers for closed accounts.

ESSENTIAL FUNCTION: Department Operations. Provides administrative assistance to support and facilitate efficient operations of the Department.

1. Performs or supervises all office work regarding customer accounts including billing, processing payments, applications for service, final notices to discontinued customers, computer system updating, inquiries and complaints,

- etc.
2. Keeps the Director fully informed regarding all office activities and problems.
 3. Organizes and maintains office filing system including general and financial files.
 4. Reviews all paperwork for new service connections and collection of fees.
 5. Answers phone; provides appropriate information, and/or directs to the appropriate individual.
 6. Receives customers and directs them to the appropriate person or office.
 7. Maintains Departmental billing records; receives, copies and distributes documentation, specifically: correspondence, memoranda, logs, reports and related materials.
 8. Trains tellers in their duties for providing efficient service.
 9. Fills in for absent tellers.
 10. Generates bank drafts and initiates appropriate draws.
 11. Generates bad debt collection letters.
 12. Processes returned checks.
 13. Prepares and makes bank deposits as required.
 14. Troubleshoots basic IT and computer system issues.
 15. Performs other job related duties as assigned.

Knowledge, Skills and Abilities

(* Can be acquired on the job)

1. *Knowledge of City rules, regulations, policies and procedures.
2. *Knowledge of City geography.
3. Knowledge of the principles and practices of public administration.
4. Knowledge of modern administrative office practices, procedures, and equipment including bookkeeping, receptionist and telephone techniques and etiquette.
5. Knowledge of records management and state laws regarding maintenance and archiving of files and records.
6. Knowledge and proficiency with word processing, spreadsheets, database applications, e-mail, and internet.
7. Knowledge of general principles of bookkeeping.
8. Knowledge of Department billing system.
9. Knowledge of safety rules including accident causation and prevention.
10. Communication skills to effectively communicate internally and externally, both orally and in writing.
11. Reading skills to understand and interpret codes, laws, regulations, ordinances, policies, procedures and other complex documents.
12. Verbal skills to communicate effectively with elected officials, supervisor, co-workers, subordinates, general public and City personnel.
13. Writing and grammar skills to clearly and concisely compose correspondence, prepare documents, reports, forms, records, etc.
14. Math skills to perform basic calculations (add, subtract, multiply, divide) and balance accounts as needed.
15. Computer skills to create spreadsheets and other documents.
16. Strong organizational skills that reflect ability to perform and prioritize multiple tasks seamlessly with excellent attention to detail.
17. Skill in planning and coordinating activities and establishing priorities.
18. Ability to prioritize work projects and organize files.
19. Ability to pay attention to detail when dealing with customer accounts.
20. Ability to work with little or no supervision.
21. Ability to work independently and exercise judgment to make prudent decisions.
22. Ability to work in a fast-paced, stressful environment requiring organization and multi-tasking skills.

23. Ability to keep confidential information, accurate records, and prepare accurate reports.
24. Ability to deal with all contacts in a courteous and patient manner.
25. Ability to handle irate customers.
26. Ability to use computers and office productivity software.
27. Ability to operate standard office equipment such as computers, copier, fax, typewriter, adding machine, etc.
28. Ability to use multi-line telephones and two-way communication devices.
29. Ability to handle and account for monies.
30. Ability to troubleshoot basic IT and computer issues and problems.
31. Ability to drive.

Minimum Qualifications

1. Possess a high school diploma or GED; college coursework in business or bookkeeping is preferred.
2. Five (5) years of administrative work experience in an office environment dealing with the public and working with accounts and bookkeeping; or any combination of education, training and experience that demonstrates the above listed knowledge, skills and abilities commensurate with the requirements of this job.
3. Possess a valid and current driver's license and be insurable.
4. Ability to work non-standard work hours.
5. Ability to travel.
6. Ability to pass a pre-employment background check.

Physical Demands

The work is sedentary. Typically, the employee may sit comfortably to do the work. However, there may be some walking; standing; bending; carrying of light items such as papers, books, small parts; driving an automobile, etc. No special physical demands are required to perform the work.

Work Environment

The work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices, meeting and training rooms, libraries, and residences or commercial vehicles, e.g., use of safe work practices with office equipment, avoidance of trips and falls, observance of fire regulations and traffic signals, etc. The work area is adequately lighted, heated and ventilated.

Section 2. Ordinance No. 1835, Section 2, Water and Sewer Department is amended to include the following titles and job descriptions:

Water and Sewer Department 5
 Director
 Water Treatment Supervisor
 Water Treatment Operator Trainee
 Water Treatment Operator IV
 Wastewater Treatment Supervisor
 Wastewater Treatment Operator Trainee
 Wastewater Treatment Operator III
 Operations Technician
 Meter Reader
 Maintenance Technician – Water Treat
 Maintenance Technician – Construction and Maintenance
 Inventory Clerk

Customer Service Worker II
 Customer Service Worker I
 Customer Service Supervisor
 Construction and Maintenance Worker II
 Construction and Maintenance Worker I
 Construction and Maintenance Supervisor
 Construction and Maintenance Crew Chief
 Billing Clerk
 Administrative Clerk
 Office/Billing Supervisor

Section 3. Ordinance No. 1845, Grade 8 is amended to read:

| | | |
|----------------|---------------------------------|-------------------|
| Grade 8 | Building Inspector | Purchasing |
| | Code Enforcement Officer | Police Department |
| | Lieutenant | Fire Department |
| | Lieutenant – Detective | Police Department |
| | Lieutenant – Patrol | Police Department |
| | Lieutenant – Training | Police Department |
| | Wastewater Treatment Supervisor | Water & Sewer |
| | Water Treatment Supervisor | Water & Sewer |
| | Office/Billing Supervisor | Water & Sewer |

Section 4. Ordinance No. 1874 relating to the offices of the Water and Sewer Department, Grade 8 is amended to read:

| | | |
|----------------|---------------------------------|---------------|
| Grade 8 | Wastewater Treatment Supervisor | Water & Sewer |
| | Water Treatment Supervisor | Water & Sewer |
| | Office/Billing Supervisor | Water & Sewer |

Section 5. If any section or provision of this ordinance be declared invalid or unconstitutional by a judgment or decree of a court of competent jurisdiction, such judgment or decree shall not affect the remaining sections or provisions of this ordinance, which shall remain in full force and effect.

Section 6. This Ordinance shall take effect from and after the date of its adoption and publication as provided by law.

ADOPTED and APPROVED this the 28th day of March, 2022.

Council President Horace Patterson
 Council Member Vickey Hall
 Councilman Joe Power
 Council Member Betty Spratlin
 Councilman Trae Williams
 City Manager Seddrick Hill
 Attested to: Joanna Medlen, City Clerk