

ADMINISTRATIVE SUPERVISOR

DEFINITION

Under direction, plans, assigns, organizes, supervises, and reviews the daily operations of a variety of administrative services and accounting functions, including accounts receivable, accounts payable, payroll, utility billing, and customer service; researches and conducts investigations into the more complex or non-routine customer service billing and account issues; plans and coordinates financial recordkeeping and report preparation activities; provides responsible assistance to District management in area of expertise; acts for the Administrative Services Manager in the Administrative Services Manager's absence; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from the Administrative Services Manager. Exercises direct supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class responsible for planning, organizing, supervising, reviewing, and evaluating the work of assigned staff performing a variety of administrative services and accounting functions, including accounts receivable, accounts payable, payroll, utility billing, and customer service support. Incumbents also have project coordination and programmatic responsibilities requiring the maintenance of confidential information and use of considerable independence, initiative, and discretion within established guidelines. This class is distinguished from the Administrative Services Manager in that the latter has management responsibility for all administrative services functions and programs.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Supervises the work of assigned staff performing a variety of administrative services and accounting functions, including accounts receivable, accounts payable, payroll, utility billing, and customer service; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.
- Monitors activities of assigned work unit; identifies opportunities for improving service delivery methods and procedures; provides recommendations concerning process changes; reviews with appropriate management staff; implements improvements.
- Determines and recommends equipment, materials, and staffing needs for assigned accounts receivable, accounts payable, payroll, billing, and customer service projects and programs; procures

equipment and materials required to perform the work; participates in the annual budget preparation; prepares detailed cost estimates with appropriate justifications, as required.

- Establishes internal and quality control procedures for use of assigned billing, automated meter infrastructure (AMI), and accounting systems; oversees collection and downloading of data, preparation and auditing of data, and subsequent production and distribution of reports, notices, and bills.
- Supervises the collection, reporting, and reconciliation of daily cash receipts, opening and closing of accounts, maintenance of accounts and the preparation and mailing of bills and notices, and posting and retrieval of information on payments and other records; determines shut-offs for nonpayment of bills and supervises service initiation and termination activities; reviews and approves fee waivers.
- Oversees and coordinates collections processes; prepares reports and directs the preparation and issuance of notices, including final bills, past due notices, 48-hour shut-off warning notices, and shut-offs.
- Oversees the process of analyzing utility bills with high or unusual automatic meter readings; interprets policies and procedures and assists assigned staff with explaining service fees, rates, and procedures to customers; waives fees under appropriate circumstances.
- Serves as billing system administrator by maintaining and auditing data; creating and maintaining reports; establishing internal controls and procedures; troubleshooting basic system issues; coordinating the resolution of system problems with outside vendors; researching and participating in design, testing, and implementing new technology solutions to meet business needs; and training staff on process and system changes.
- Researches assigned topics to provide a wide range of information and assistance relating to District billing, AMI, and customer service activities.
- Supervises and participates in the preparation of a variety of written correspondence, utility billing and water consumption reports, procedures, and other written materials.
- Supervises and participates in the research and interpretation of data and results in the preparation of regulatory and staff reports; prepares and presents recommendations for management and/or Board review and action.
- Supervises and participates in the maintenance of working and official files.
- Monitors changes in laws, regulations, and technology that may affect assigned operations; and implements policy and procedural changes as required.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of administrative services related to assigned program areas.
- Acts as Administrative Services Manager duties on a relief basis, including acting as the Board Secretary.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Basic principles and practices of budget administration, general and governmental accounting, and reporting functions.
- Principles and practices of customer service and utility billing functions.
- Principles and practices of database management and reporting.

- Terminology and practices of financial and account document processing and recordkeeping, including accounts receivable, accounts payable, payroll, and utility billing.
- Practices of researching program issues, data collection and analysis, identifying trends and patterns, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Applicable federal, state, and local laws, regulatory codes, and ordinances, and District policies and procedures relevant to assigned area of responsibility.
- Business arithmetic and basic statistical techniques.
- Basic business letter writing and the standard format for reports and correspondence.
- Recordkeeping principles and procedures.
- Recent and ongoing developments, current literature, and sources of information related to assigned programs, projects, and services.
- Modern office practices, methods, and computer equipment and applications.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Prepare and administer program budgets; allocate limited resources in a cost-effective manner.
- Supervise administrative services and accounting functions, including accounts receivable, accounts payable, payroll, utility billing, and customer service.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Deal tactfully with the public and others in providing information, answering questions, and providing customer service, even under difficult or stressful conditions.
- Make accurate arithmetic, financial, and statistical computations.
- Effectively represent the District in meetings with governmental agencies; community groups; various businesses, professional, and regulatory organizations; and in meetings with individuals.
- Research, analyze, and evaluate new service delivery methods, procedures, and techniques.
- Prepare clear and concise reports, correspondence, procedures, and other written materials.
- Establish and maintain a variety of manual and computerized files and recordkeeping.
- Maintain confidentiality of materials, records, files, and other privileged information.
- Make sound, independent decisions within established policy and procedural guidelines.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Understand, and adhere to established District standards, policies, and procedures.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an associate's degree from an accredited college or two (2) years of college-level coursework in accounting, communication, public administration, business administration, or a related field, and seven (7) years of increasingly responsible experience in performing administrative services functions related to accounts receivable, accounts payable, payroll, utility billing and/or customer service, including two (2) years of advanced journey, lead, and/or supervisory experience. Graduation from an accredited four-year college or university with major coursework in finance, accounting, business or public administration, or related field is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification, although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 35 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing District policies and procedures.