



Town of Danvers Position Description

Title: Business Manager	Classification: Management
Department: Public Works Division	Grade: M-3
Reports to: DPW Director	FLSA Status: FLSA Exempt
Effective Date: July 2021	Union Status: Non-Aligned

GENERAL SUMMARY:

Under the limited direction of the Director of Public Works and Utilities, and in conjunction with the Finance Director, coordinates, oversees and monitors the financial management systems for the department, which includes budgeting, planning, forecasting, purchasing, accounting, payroll, and financial reporting operations; supervises office staff and daily operations, and coordinates the development and implementation of comprehensive administrative services for the Department of Public Works. Responsible for establishing short-range plans and objectives within scope of department wide policies and common goals.

ESSENTIAL FUNCTIONS:

(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Maintains Electric Division's financial records in accordance with regulations and requirements set forth by the Federal Energy Regulatory Commission (FERC) including the preparation and distribution of various financial reports.
- Supervises and assure accuracy in accounting data and reports; works with management to develop reporting systems meeting a variety of needs.
- Develops and manages internal control systems to ensure accuracy in financial reporting and safeguarding of assets, including the timely collection of fees due to the Town of Danvers DPW divisions.
- Tracks, balances and analyze budgets and enterprise funds, grant accounts, revolving funds, and oversees reporting to ensure effective and efficient use of budgetary funds.
- Administers billing and collection of Electric, Water and Sewer customer accounts; ensures issuance and collection of bills in a timely manner; administers collection procedures on delinquent accounts in accordance with appropriate laws and regulations; handles unresolved citizen complaints relative to utility rates, usage and bills.
- Oversees the purchasing and inventory of DPW office supplies; oversees the operation of office equipment.
- Develops, maintains, and implements written policies, standard operating procedures and employee training programs related to the Departments business operations, including data processing systems.
- Develops and maintains database of contractors, consultants and suppliers; reviews and evaluates bids and quotes.
- Ensures proper financial management of Capital Improvement Projects; makes recommendations for action for improvement of financial performance, and monitors subsequent results.
- Assigns, schedules and provides day-to-day supervision of Materials Manager and Business Office staff; assists Public Works Director in Business Division work performance evaluations and personnel actions.
- Handles all grievances filed at the first level; ensures that the established Collective Bargaining Agreements between the Town and the bargaining unit(s) are adhered to and assist to a substantial degree in the preparation and conduct of the collective bargaining process as a member of the Towns' bargaining team.

- Develops and implements recommendations for improving business systems throughout the Public Works Department.
- Develops and implements business practices and procedures to ensure efficient operation throughout the department.
- Compiles, evaluates and provides backup data as necessary, to Public Works Director substantiating need for revised water and sewer rates, determining whether rates should be changed and presenting recommendations to Commissioners for final action.
- Participates in electric rate development and analysis.
- Coordinates the preparation of the Public Works annual budget, the annual Electric Division audit, annual DPU and FERC reports, monthly water/sewer revenue analysis, and other reports as necessary.
- Consults with the Public Works Director and Finance Director for upgrades and enhancements to existing data processing systems.
- Consults with DPW Director on specific matters for clarification and interpretation of department policy.
- Receives and resolves complaints, inquiries, and requests for information from the public in a timely and professional manner.
- Performs similar or related work as required, directed or as situation dictates.

MINIMUM QUALIFICATIONS:

- Bachelor’s Degree in Accounting, Business, Public Administration, or related field; 5-7 + years of progressively responsible experience in municipal public works, Utilities experience preferred, five (5) of which are in a senior management position; or any equivalent combination of education, training and experience.
- Advanced understanding of computers, including financial accounting software and Microsoft Office, is required.
- Massachusetts driver’s license.
- Must be fully committed to providing service excellence to every person who visits, works, or resides in the Town of Danvers by embodying the organization’s five core values: inclusion, integrity, accountability, positivity, and collaboration.

KNOWLEDGE, ABILITY AND SKILL

Knowledge: Comprehensive knowledge of data analysis including the ability to manage, analyze, coordinate, strategize, systemize/correlate with discretion in determining time, place and sequence of operation with organizational framework. Working knowledge of local and state regulations. General knowledge of the principles and practices of municipal finance, public procurement, budgeting, accounting and cash flow modeling.

Ability: Ability to provide supervision, ability to implement decisions based on data, and overseeing their execution. Ability to manage people and programs within a public utility in a style which leads productive employees toward the accomplishment of established goals and objectives. Ability to perform in a fast-paced office environment. Ability to analyze and interpret financial data and to present findings clearly. Ability to establish and maintain cooperative relationships with Town officials and governmental representatives. Ability to manage several projects at one time. Ability to communicate effectively and efficiently verbally and in writing and to work effectively under time constraints to meet deadlines.

Skills: Imagination, innovation and judgment relating to planning and achieving department goals. Financial management skills. Excellent planning, time management and organizational skills. Strong computer skills. Excellent customer service and organization skills, excellent time-management skills, excellent written and verbal communication skills and strong project management skills. Excellent multi-tasking skills.

SUPERVISION

Received: Works under the general direction of the DPW Director, and in accordance with the applicable provisions of the Massachusetts General Laws.

Exercised: Responsible for the supervision and performance of all people within the department and operating units under their direction and control.

Responsibility: Performs highly responsible duties requiring independent judgment and initiative in planning, organizing and directing the work of the department and in the enforcement of federal, state and local laws, and town and departmental bylaws.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Job Environment

- Normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Majority of work is performed in a moderately noisy work environment, with constant interruptions. Frequently subjected to the demands of other individuals and the volume and/or rapidity with which tasks must be accomplished.
- Makes frequent contact with the public, municipal, state and federal representatives, elected officials, businesses, property owners, engineering consultants, department heads, other town employees. Contacts are in person, by phone, email and group meetings and involve an information exchange dialogue.
- Has access to department-related confidential and/or sensitive information.
- Errors could result in significant confusion and delay, loss of department services, and have financial repercussions; exposure to certain legal liabilities.
- May be required to work additional/extended hours from time to time

Physical Requirements

(The physical demands described 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.)

Regularly required to walk, stand, sit, talk, and hear; operate objects, tools, or controls; pick up paper, files and other common office objects. Ability to view computer screens and work with details for extended periods of time. Must be able to communicate written and verbally. Vision and hearing at or correctable to normal ranges. May lift equipment and instruments seldom weighing up to 40 pounds.

NOTICE:

- The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.
- External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.
- This job description does not constitute an employment agreement between the employer and employee, and is subject to change, as the needs of the employer and requirements of the job change. Pay Equity/Equal Opportunity/Americans with Disabilities Act Employer.

Approved by:

Jen Breakey
Human Resources Director

Date

Received by:

Employee

Date

Human Resources

Date