

## **POSITION DESCRIPTION CITY OF GREENFIELD, INDIANA**

**POSITION:** Business Services Manager  
**DEPARTMENT:** Greenfield Municipal Utilities  
**WORK SCHEDULE:** As assigned

**DATE WRITTEN:** August 2016  
**DATE REVISED:**  
**STATUS:** Full time  
**FLSA STATUS:** Exempt

### **POSITION SUMMARY:**

The Business Services Manager provides executive level leadership, strategic direction, and management for the Municipal Utilities (Electric, Water, Wastewater and Storm Water) and the overall Greenfield City organization. Incumbent is responsible for the functions of strategic and business planning and plan implementation, including performance monitoring and reporting systems. Incumbent is also responsible for the delivery of business services and provides technical expertise to internal customers in other divisions through the use of internal staff, other City departments, and contractors. Such services include long-range financial planning, financing, cost of service and rate analysis, operational and capital budgeting, cost accounting, payroll monitoring, procurement and materials management, risk management, customer services, and human resources, all in support of the strategic direction and performance expectations of the Municipal Utilities. This position reports directly to the Utility Director, but involves a high level of coordination with other departments of the City that provide support services to the Municipal Utilities

### **JOB DUTIES:**

#### Strategic Planning and Performance Management

Coordinates the development, periodic update, and implementation of the Municipal Utility's strategic plans including such typical plan elements as long range, vision, purpose, mission, and goals. Monitors and reports Utility performance using metrics that cover all relevant functions including customer service, finance, operations, assets, workforce, business processes, and public service.

#### Business Planning and Budgeting

Coordinates with the City, the Utility Director, and the Utility Managers to prepare annual and biennial business plans for each Utility, including operating, capital, and personnel budgets. Supports effective business plan implementation, monitoring, and accountability for the Director and Managers, as appropriate. Identifies and supports the implementation of improvements in the budgeting and budget management systems of the Utilities.

### Finance and Accounting

Manages the delivery of internal services for financial planning, financing, cost of service and rates, general accounting, and payroll. Ensures that services for the Utilities are in compliance with approved City and departmental policies and practices, as well as generally accepted accounting standards in the utility industry.

### Cost of Service and Rates

Provides expertise and support for Utility cost of service analyses, rate design, and rate cases before the City Council and the Board of Public Works & Safety, as directed. Routinely monitors revenues in relation to revenue requirements, including any payments in lieu of taxes and other transfers to the City, as well as the competitiveness of the Utility's rates with other comparable service providers.

### Organization and Workforce

In collaboration with the Director, analyzes and recommends to the Director changes in the organizational structures and staffing levels of the Utilities, including the use of contract services. Collaborates with each of the managers for the education, training and re-training programs for all employees to ensure a qualified workforce. Works closely with the City's Director of Human Resources on all matters involving personnel policies, conditions of employment, and the full range of personnel actions.

### Procurement, Materials Management, and Fleet Operations

Serves as the functional interface with the Clerk-Treasurer's Office for the procurement of all equipment, materials and supplies. Assist with management of the operation of the Utility's warehouse operations to ensure responsive service to other divisions, efficient use of inventory funds and space, and accurate accounting of inventory and transactions. Assist with management of the Utility's fleet operations to ensure responsive maintenance service to other divisions, efficient use of resources, and effective management of fleet assets.

### Safety and Risk Management

Collaborates on the Utility's safety, risk management, and insurance programs with input and assistance from the managers. Serves as a liaison with the insurance provider(s) to insure efficient coverage is managed.

### Other Duties

Collaborates with others for an annual audit of each department's overall operation as required by the State of Indiana, IMPA, and Board of Public Works & Safety. Provides for internal audits of the department's operations from time to time as requested by the Director or the Board

May be called on to temporarily serve in the role of Utility Director.

Performs related duties as assigned.

## **JOB FACTORS:**

### **I. KNOWLEDGE AND SKILLS** (measures the level of knowledge and skills required to perform the activities of the position)

- Bachelor's degree in Business Administration or related field from an accredited four-year college or university degree program and five (5) or more years of increasingly responsible business administration experience in a utility or similar type of service organization that includes at least three (3) years in a supervisory capacity. Completed coursework in finance, accounting, information systems, purchasing, risk management, stores operations, and inventory control is preferred.
- General knowledge of utility operations and current utility issues.
- Thorough knowledge of local, state, and federal laws, rules and regulations relating to daily department functions.
- Knowledge of applicable safety policies and practices.
- Knowledge of the principles of strategic and business planning, business management and public policy.
- Knowledge of budgetary, financial, and accounting principles and practices.
- Ability to lead the preparation and implementation of strategic plans, business plans budgets.
- Ability to support conduct of the annual external financial audit and to carry out various internal audits.
- Ability to plan, prepare, prioritize, assign, and follow up on multiple assigned work projects to meet departmental needs.
- Ability to conduct complex research and analyses related to business operations, and to prepare factual and well-written reports and presentations with recommendations and rationale.
- Ability to lead, supervise, evaluate, and develop others.
- Ability to communicate effectively with work groups and employees at all levels throughout the Utilities, and other City departments, as well as with customers and customer agents, consultants and contractors in a wide range of situations and circumstances.
- Ability to operate modern office equipment, including computers and work with applications software including Microsoft Office and software systems of the type used for finance and accounting, work management, inventory control and similar functions.
- Ability to lead, develop, mentor, evaluate and encourage employees to achieve high levels of capability and performance in their areas of expertise and assigned functions.
- Ability to legally operate a motor vehicle.

### **II. SUPERVISORY FUNCTIONS:**

Incumbent is required to exercise broadly defined independent judgment in making decisions and recommendations, and in taking appropriate actions to manage the business services functions of the

department. Such judgment involves a high degree of complexity and a wide range of technologies, equipment, and work practices.

Incumbent works with instructions provided by the Utility Director, and under general guidelines established for the utilities, with the nature of the instructions and general guidelines being an indication of overall quality, timeliness, and conformance with policies rather than specific outcomes. Independent judgment is required to interpret the guidelines and instructions to meet schedules and deadlines and deal with emergency situations.

Incumbent performs a wide variety of duties involving complex functions occasionally occurring in circumstances or situations that are unique. Incumbent is required to build and maintain effective working relationships with people inside and outside of the utility departments and City, and to accomplish results largely without having direct supervision over others.

### **III. SUPERVISORY ACCOUNTABILITY:**

Incumbent performs duties according to his/her own schedule, discussing highly unusual situations with the Director when incumbent thinks it is necessary. Work product is evaluated by the Utility Director for conformance with overall policies and practices of the department and for soundness of judgment.

Incumbent is responsible for the overall operations of the municipal utilities and is expected to lead and provide a major contribution to the overall purposes of the utilities, even in especially unique or complex situations.

Incumbent is specifically accountable for the following within the utilities:

- Strategic and Business Planning
- Budget Management
- Revenue Protection
- Key Customer Relations
- Business Development
- Performance Management
- Work Scheduling
- Materials Management
- Regulatory Compliance
- Human Resources

### **IV. SCOPE OF WORK OPERATIONS:**

Incumbent maintains a strong working relationship with executive management, subordinate employees, other departmental work groups and employees, other utility and City work groups and employees, customers, customer agents, consultants, contractors, and sales representatives. Incumbent interacts frequently with other City departments with respect to finance and accounting, customer, legal, and

human resources services to ensure that department needs are effectively met and that the allocated costs of those services are reasonable.

Reports directly to the Utility Director.

**PHYSICAL EFFORT AND WORK ENVIRONMENT**

The normal work setting is an office environment with good footing, low noise levels, air conditioning, and consistent general and task illumination levels. The employee is frequently required to walk and stand and to drive a car or other light-duty vehicle on utility business to visit various work locations. The work environment for non-office visits may expose the employee to uneven footing, exposure to noise, uneven illumination levels, and exposure to natural elements such as extreme temperatures and inclement weather.

The employee is frequently required to attend meetings and other events within the Utilities service area and at out-of-town locations.

The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, peripheral vision, color vision, depth perception, and the ability to adjust focus.

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

**APPLICANT/EMPLOYEE ACKNOWLEDGEMENT**

The job description for the Business Services Manager for the City of Greenfield Municipal Utilities describes the duties and responsibilities for employment in this position. I acknowledge that I have received the job description, and understand that it is not a contract of employment. I am responsible for reading this job description and complying with all job duties, requirements and responsibilities contained herein, and any subsequent revisions.

Is there anything that would keep you from meeting the job duties and requirements as outlined?

Yes\_\_\_\_\_ No\_\_\_\_\_

\_\_\_\_\_  
Applicant/Employee Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Print or Type Name