



**CITY OF NEWBURYPORT
DPS – BUSINESS MANAGER
JOB DESCRIPTION**

Position Purpose:

The purpose of this position is to be in responsible charge of the administrative functions and business transactions for the Department of Public Services (DPS or the “Department”). DPS is currently comprised of the Water, Sewer, and Highway Divisions, however, future Divisions are possible. The Business Manager will be responsible for overseeing the DPS Business Office and managing the expenditures and revenue projections for all DPS Divisions, to include budget development and the setting of rates and fees. The Business Manager will also be expected to work with other city departments and outside consultants to support a variety of financial, infrastructure, public works, and environmental initiatives.

Supervision:

Supervision Received: Works under the general direction of and provides support to the Director and Deputy Director of Public Services; follows established Department rules, regulations, policies and procedures. However, this position requires strong leadership skills, the ability to work independently, and make sound decisions.

Supervision Given: Responsible charge of the Business Office personnel; provides supervision and evaluation of staff.

Job Environment:

Administrative and managerial work is performed in a moderately noisy office with regular interruptions during the day from the general public or staff to deal with various issues and problems. Communications are frequently in person, by telephone, fax, or in writing and by email. Contact with the general public and staff should be professional and requires excellent customer service skills.

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)

- Responsible for all administrative business functions of DPS and plays an integral role in the financial success of the Department. Recommends action for improvement of financial performance and monitors subsequent results;

- Responsible for the management and development of the DPS Budgets for all Divisions;
- Responsible for supervision, proficiency, and evaluation of DPS Business (W/S Billing) Office staff. Assists with the hiring and disciplinary action of staff, as necessary and required. Responsible for annual performance reviews of staff and recommendations of adjustments to positions and salaries;
- Develops and implements business practices and procedures to ensure efficient operation throughout the Department;
- Provides financial reports that summarizes and forecasts the Department's financial condition and reports results of operations;
- Prepares long-range water/sewer rate forecasts and recommends action to the Water and Sewer Commissions;
- Performs and analyzes water/sewer rate studies and cost of service studies to assist in the development of water and sewer rates and charges for service;
- Responsible for correspondence, budgets, payroll, purchases, expenses, labor reports, accounts payable and receivable, and supplies for the Department;
- Receives and resolves complaints, inquiries, and requests for information from the public in a timely and professional manner;
- Responsible for the functions of the Business Office, including, water meter readings and routes, billings, collections, payroll, management of accounting functions utilizing the MUNIS system, online payments, personnel training, placement of liens on delinquent accounts, outsourcing of tasks, organizational structure of office, customer issues, and office goals to assure financial success of DPS;
- Oversees the financial management of Capital Improvement Projects;
- Administers Work Orders for water and sewer field crews;
- Responsible for knowledge of and compliance with Water and Sewer Policies and policies relative to our Water and Sewer Enterprise Funds and the Water and Sewer Commissions. Staff members within the Business Office are also Administrative Assistants to the Water and Sewer Commissions. Therefore, the Business Manager shall have knowledge of the Commissions' procedures and policies and be responsible for the Commission-related work performed by these administrative assistants; and
- Performs an annual update of the indirect cost analysis as it pertains to the operations of the Water and Sewer Enterprise Funds.

Other Functions:

- Performs similar or related work as required or as the situation dictates;
- This position requires the ability to operate standard office equipment, including computer-related equipment and software applications;

- Performs a wide variety of critical and responsible administrative functions, including budget preparation and development, complex analysis, and the production of financial reports for each Division;
- Develops, maintains, and implements written policies, standard operating procedures, and employee training programs related to the Department's business operations;
- Manages and administers all aspects of the City's solar renewable energy credit purchasing, generation, and disposition;
- Assists in compiling bids for design, construction, and other services or equipment associated with the Department. Work with DPS managers and city departments to comply with all legal purchasing requirements; and
- Conducts various cost effective methods of procurement of equipment and services.

Minimum Required Qualifications:

Education, Training and Experience:

- Bachelor's degree in finance, accounting, business administration, or related field preferred;
- Demonstrated budget development; and
- A minimum of five (5) years of municipal and/or private management and supervisory experience (including day-to-day supervision and evaluation) in accounting, budgeting, auditing, financial or fiscal analysis;

Knowledge, Ability and Skill:

- General knowledge of municipal water, sewer, and highway operations;
- Strong analytical and financial modeling skills;
- Advanced knowledge of Microsoft Excel;
- Excellent written, verbal, and interpersonal skills;
- Detail oriented with strong planning, organization, time management, and leadership skills and the ability to make decisions independently;
- Strong work ethic with a positive attitude;
- Strong personal and professional integrity; and
- Knowledge of MUNIS financial software a plus.

Errors and Omissions:

The Applicant is informed that errors occurring from this position could result in delay in services, monetary loss, or poor public relations all of which can adversely affect the City's image.

Physical and Mental Requirements:

The work is primarily of an intellectual nature but requires some physical capabilities. While performing the duties of this job, the employee is frequently required to sit, and

talk or hear; occasionally required to stand and walk; frequently requires use of hands to finger or handle objects; occasionally required to bend and reach with hands and arms for filing. The employee must frequently lift and/or move up to 10 pounds, rarely lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision. This position requires the ability to operate a keyboard and calculator. The employee must be able to hear normal sounds, distinguish sound as voice patterns and communicate through human speech using American English. Attendance is mandatory.

(This job description does not constitute an employment agreement between the employer and employee. It is used as a guide for personnel actions and is subject to change by the employer as the needs of the employer and requirements of the job change.)