

# Power Admin Services Manager

DEPT: Power  
DIV: Admin Services  
DATE: July 2022

FLSA: Exempt  
EEOC: Professionals



## POSITION SUMMARY

Manages the Power department's business functions including administrative services, financial and budget development, utility billing processes, permit coordination and reviews, and utilities disaster preparation support, consistent with the organization's values and mission statement.

## SUPERVISION RECEIVED

Works under the broad policy guidance and direction of the Power Director.

## SUPERVISION EXERCISED

Provides general guidance and direction to departmental employees. Exercises direct supervision over the Warehouse staff, Location Services, and Administrative Assistant.

## ESSENTIAL FUNCTIONS

### Business Services Team Management

- Executes leadership, oversight, and supervision responsibilities over the Utilities Business Services Team, which includes Warehouse and Administrative staff, and the Location Services team. As a senior position in the Utilities Department, this position works to create a culture of accountability and excellence, providing motivation and performance feedback, recognizing contributions, and encouraging training and development.

### Business Technology Project Management

- Leads and manages technology and business process improvements projects in position's span of control. Identifies, evaluates, and implements process and technology improvements. This includes meter reading hardware and software upgrades and interfaces, work order management, customer service mechanisms, utility billing and finance G/L system. Collaborates on interdepartmental initiatives.

### Financial Management

- Under the general direction of the Power Director is responsible for the management of the financial activities, including the Utilities capital and operating budgets, accounting, rate administration, financial forecasting, and reporting. These activities include developing models for the evaluation of business alternatives considering key variables, assisting the Director with the budget and strategic plan, and developing and maintaining logical and flexible financial models that produce a full set of financial statements utilizing existing tools and software.
- Additionally, this position will frequently perform financial and operational calculation regarding metrics based on key business drivers that provide necessary insight to assist management's operational and business decision making.
- Prepares, documents, and presents code and ordinance changes, rates, fees, budget as well as financial adjustments, and other utility business policies and practices to internal and external stakeholders.

- Supports operations and Utilities Department by providing support mechanisms and tools for Utilities project managers and other staff with delegated budget responsibilities.
- Partners with operations and Finance Department on budget completion and strategies.
- Responsible for driving continuous improvement of financial analysis, reporting, forecasting, budgeting, and planning.
- Manages and ensures financial and administrative support services to Utilities and the Utility Billing office.

#### Customer Service Management

- Creates and oversees utilities customer policies, customer service programs and associated outreach communications.
- Manages billing and account structure and resolution of billing disputes including collaboration with utility billing, finance, and attorney offices.
- Prepares, reviews, and presents staff reports/memo including those for City Council meetings.
- Initiates and oversees specific projects for the department as assigned. Projects may support various business functions such as rate studies, budget research, procurement planning, consultant management, technology, resource use and reporting, and emergency response coordination.
- Manages development review fee structure and resolution of billing disputes.
- Provides oversight and support for staff providing development review services under Utilities funding stream.

#### City Organizational Values

- Supports and models Lehi City organizational values and applying these values while performing daily work functions.

Performs other related duties as required.

### MINIMUM QUALIFICATIONS

1. Education and Experience:

- A. Graduation from an accredited school, college or university in Accounting, Finance, Business Administration, or related field.

AND

- B. Five years of progressively responsible professional experience in utilities and financial management, administration and customer service, utilities rates, and technology implementation; demonstrated success in a management/supervisory capacity.

OR

- C. An equivalent combination of education and experience.

2. **Knowledge, Skills, and Abilities:**

Must be proficient in Microsoft Word, Excel, Outlook (Email), Publisher, Power Point, Access, and municipal financial reporting and billing software systems (or ability to acquire within 6 months). Must have a basic understanding of computers and online computer-based technology applications, which includes accessing web-based platforms.

3. Special Qualifications: Must possess a valid Utah driver's license or be able to obtain one within 30 days of start date. This position is required to complete Incident Command System Level 400 training within one year of start date.

4. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, related to walking, standing, stooping, sitting, and reaching. Essential functions require talking, hearing, and seeing. Common eye, hand, finger dexterity exists. Mental application utilizes memory for details, verbal instructions, emotional stability, discriminating thinking and creative problem solving. Periodic travel required in normal course of job performance.

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**Disclaimer:** The above statements describe the general nature, level, and type of work performed by the incumbent(s) assigned to this classification. They are not intended to be an exhaustive list of all responsibilities, demands, and skills required of personnel so classified. Job descriptions are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, delete, or modify any and/or all provisions of this description at any time as needed without notice. This job description supersedes earlier versions.

I \_\_\_\_\_ have reviewed the above job description. Date: \_\_\_\_\_

*(Employee)*