

NOTICE OF VACANCY

**Clark County Utilities Department
Clark County Personnel Department
Springview Government Center
3130 E. Main Street
Springfield, Ohio 45503**

Position Title: Utilities Management Analyst
Location: Springview Government Center, 3130 E. Main Street
Supervisor: Deputy Director of Finance
Salary: \$24.54/hr. - \$30.60/hr., dependent on experience and qualifications;
County benefit package
Normal Hours: 8:00am to 4:30pm, Monday-Friday based on 40 hour week
Date Issued: August 28, 2023

Filing Deadline: Applicants interested in the above named position are to submit a letter of interest, resume, and a completed employment application to the **Clark County Personnel Office, located at Springview Government Center, 3130 East Main St., Springfield, Ohio 45503, or email hr@clarkcountyohio.gov**. Please be sure to specify skills and experience applicable to the position for which you are applying. Applicants needing accommodation in completing this application, please call 937.521.2015. Applications may be obtained online at www.clarkcountyohio.gov.

Applications will be accepted until 4:00 pm Monday, September 11, 2023.

Summary of Responsibilities:

Under supervision of the Deputy Director of Finance, is responsible for overseeing the Billing and Receiving process and for performing various accounting, delinquent collections, IT and administrative functions to support the Utilities Department staff and managers. Responsibilities include billing, receiving, reconciling, software administration, accounts payable, payroll, inventory tracking, customer audits, confidential administrative duties, records retention compliance, and assistance with operational analyses.

Summary of Essential Duties:

- Team Lead for efficient, accurate, and accountable billing and receiving
- Learn and perform accounts payable and payroll functions, as assigned
- Schedule and assign support staff to ensure needed work is performed
- Assist in departmental budget preparation and tracking, as assigned
- Track compliance for Backflow Prevention program
- Prepare delinquent accounts real estate tax liens for Commission approval and submission to county office
- Perform department inventory tracking
- Assist in analyzing and updating water and sewer rates and charges
- Under supervision, develop and conduct routine customer account and billing audits to ensure proper revenue collection and service
- Support implementation and improvement of program to monitor and aggressively pursue delinquent accounts
- Undergo training and provide support for operational software (e.g.: Geographic Information System (GIS); Neptune Meter Monitoring software; VIP utility billing software; Online payment software; EZ Scan)
- Create and update procedures and usage guidelines for operational software systems, in conjunction with supervisors
- Develop training materials and provide training on proper use of operational systems
- Demand high standards of accuracy, responsiveness, and courtesy to customers
- Create files and graphs using applicable software according to departmental needs
- Ability to create customer accounts, make adjustments, create work orders for field staff, and manage meters
- Provide support services to Director and Deputy Director of Finance related to human resources management, including sensitive and confidential matters
- Assist Director and Deputy Director of Finance in updating department policies, procedures, and training manuals.

Utilities Management Analyst, Page 2 of 2

- Assist in evaluation of staff and preparation of staff evaluations
- Provide training and measures of success for staff on an ongoing basis, especially during probationary periods.
- Review and answer correspondence and email inquiries
- Coordinate mail pick-ups, drop-offs and bank deposits
- Assist Deputy Director of Finance in Records Retention and Disposition for the department.
- Track OEPA license recertification for staff
- Perform general clerical duties as assigned with proficiency in Microsoft Office applications and utility software.
- Perform file searches in both public records and confidential records
- Coordinate and prepare operating reports and performance data, as needed
- Identify needed office supplies, materials and equipment (including meters), employee's uniforms, and place proper order requests
- Assist in screening and interviewing job applicants
- Attend training, conferences, and management meetings to increase organizational knowledge

Summary of Requirements:

- Working knowledge of governmental fund accounting
- Coursework in accounting; Associates degree in accounting/business preferred
- Proficiency in Microsoft Office applications
- Knowledge of principles of public administration and customer service
- Ability to analyze detailed information used to calculate fair and equitable water and sewer rates and charges
- Knowledge of customer service principles
- Knowledge of effective delinquent account collections procedures
- Ability to produce operational data in various programs
- Ability to train and mentor others
- Knowledge of modern office procedures
- Keyboard skills necessary to meet work demands, 35 words/minute
- Ability to read and interpret a wide variety of documents including applicable policies and procedures
- Ability to perform mathematical calculations associated with the work
- Proficiency in managing files and records
- Ability to assist in formulating departmental policies and procedures
- Ability to discern the need for confidentiality and ability to maintain confidentiality as needed
- Ability to communicate clearly and concisely, both orally and in writing
- Ability to use correct punctuation, spelling and grammar in various communication forms
- Ability to train others
- Ability to work as part of a team
- Ability to prioritize and organize work and meet deadlines
- Ability to establish and maintain cooperative and effective relationships with those contacted in the course of the work
- Ability to deal tactfully, persuasively, and diplomatically with members of the public
- Ability to use active listening skills
- Ability to use critical thinking skills
- Ability to use sound judgment in decision making
- Ability to display cooperative attitude in various work environments
- Must have and maintain Ohio Motor Vehicle Operator's License, vehicle for occasional business use and personal vehicle insurance of \$100,000/\$300,000

Clark County is an Equal Opportunity/ADA Compliance Employer.

Clark County does not discriminate on the basis of age, ancestry, color, disability, ethnicity, familial/marital status, gender identity, genetic information, language, military/veteran status, national origin, pregnancy, race, religion, sex, sexual orientation, socio-economic status.