

CITY OF TOMAH JOB DESCRIPTION

POSITION TITLE: Office Manager **DEPARTMENT:** Public Works & Utilities **GRADE:** J
SUPERVISOR: Director, Public Works and Utilities **CLASSIFICATION:** Hourly/Non-Exempt
PAGE: 1 of 2 **Non-Represented**

PREPARED: October 20204

COUNCIL APPROVED: October 5, 2024

GENERAL DESCRIPTION OF DUTIES:

Under the general administration of the Public Works and Utilities Director, an employee in this class has the responsibility for the efficient and effective operation of the public works and utilities office as well as exercises supervision over business administration personnel, is involved in confidential matters, and acts in the absence of the Director. Performs a variety of administrative and clerical work of moderate to high complexity. Work is performed according to established guidelines, with limited verbal and written instructions from an immediate supervisor. Work is reviewed for accuracy and adherence to established procedure by the supervising authority but frequently, no check is made of routine work since the day-to-day operations of this position are within the discretion of this position. The clerical support is provided to other administrative staff when needed.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Any one position may not include all the duties listed, nor do the examples listed include all the duties that may be found in the position.

1. Accountable for accurately maintaining complete financial records of the Water Utility and Sewer Utility in accordance with generally accepted accounting principles and regulations of the Wisconsin Public Service Commission and Wisconsin Administrative Code including the maintenance of two complete sets of general journals and ledgers and prepare monthly reports to the Director and Commission.
2. Prepares and calculates year end procedures to be in compliance with the audit process and work close with the auditors on an annual basis.
3. Evaluates financial needs and assists in investing idle and debt retirement funds.
4. Oversees the preparation and data processing of the utilities billing and collections, maintaining and updating customer billing and meter records and maintains knowledge on all aspects of utility billing.
5. Oversees the data processing and procedures of the utility's payroll for year-end.
6. Provides information regarding utility billing in response to inquiries and complaints.
7. Prepares accounts payable vouchers and checks.
8. Maintains insurance and plant account records in detail.
9. Prepares and maintain financial records of construction projects and invest monies received for each project according to projected costs on a monthly basis.
10. Assists in preparation of annual budgets for public works department, water utility, and sewer utility.
11. Prepares and files the annual financial and operational water utility report required by the WI Public Service Commission.
12. Prepares and distributes the Public Works agenda and is responsible for recording minutes.
13. Prepares and distributes the Lake Committee agenda and is responsible for recording minutes.
14. Responsible for preparing and distributing the Consumer Confidence Report annually.
15. Responsible for maintaining the official Administrative Code books.
16. Responsible for all aspects of delinquent water and sewer bills for tax roll including mailing notices and making necessary journal entries.
17. Prepares and maintains other accounts receivable for the water and sewer utility.
18. Responsible for publication and mailing notices to residents regarding special assessments and utility projects.
19. Responsible for ordering all office supplies, as needed, and ordering supplies for the Public Works, Water and Sewer departments.
20. Prepares fiscal and physical data required for rate increase requests.

21. Answers telephone and respond to personal inquiries, either firsthand or through referrals; refer visitors; and secure and transmit routing information. Promote positive public service to customers.
22. Assigns work and supervises office personnel.
23. Provides support to the Public Works, Water and Sewer foreman's.
24. Maintains all records of garbage and recycling totes including serial numbers, losses and damages. Prepares and mails annual tipping fee invoices, as well as prepares invoices for additional tote purchases.
25. Maintains records for the rollout/white glove service.
26. Supervises work tasks for licensed Water and Sewer and Public Works staff.
27. Coordinates work tasks for Digger Hotline locates.
28. Approves Right of Way Excavation Permits.
29. Assists in the decision process for staff recruiting, including interviewing and training.
30. Responsible for transferring funds via ACH.
31. Performs other duties as assigned by the Director of Public Works and Utilities.
32. Performs all other related work as required.

EDUCATION, TRAINING AND EXPERIENCE REQUIRED:

1. Associate degree in Accounting or Finance required or equivalent combination of education and experience.
2. A minimum of three years of accounting, financial, or utility billing experience.
3. A minimum of three years of administrative experience.
4. Considerable knowledge of accounting; budgeting; and financial administration, principles, methods, and techniques of the operation of data processing and the ability to apply them to utility accounting problems.
5. Excellent math skills, organization and file management skills, grammar and proofreading skills required.
6. Excellent communication skills – both oral and written.
7. Ability to work on multiple tasks establishing priorities for work and procedures to follow and the ability to meet critical deadlines required for monthly reports, annual reports, and monthly billing and collection of accounts, ensuring accuracy of all tasks.
8. Ability to plan and supervise the work of office personnel.
9. The ability to maintain a professional demeanor; have the ability to calmly approach and solve problems under stressful circumstances; maintain and promote harmony in the work place; ability to concentrate for extended periods of time and be flexible.
10. Experience with multi-line telephone system and other office equipment (computer, fax, calculator, printer, copier, etc.)
11. Proficiency in Microsoft Word, Excel, and Outlook required.

PHYSICAL REQUIREMENTS

1. Frequently sits at keyboard.
2. Frequent twisting.
3. Reaches shoulder height frequently.
4. Reaches above and below shoulder height.
5. Occasional bending.
6. Lifts and carries less than thirty (30) pounds.
7. Sixty (60) percent of work day spent sitting.
8. Twenty (20) percent of workday spent walking.
9. Twenty (20) percent of workday spent standing.
10. All percentages above could vary; depending upon duties performed that day.

PHILOSOPHY AND GOALS:

Each employee must be committed to the goals of the department/city and communicate to the public the highest level of service, fair treatment, and ethical behavior. Employees shall actively employ diligent care

of department/city equipment and resources. Employees must further a personal commitment to physically and mentally maintain the highest level of professional appearance and actions reflecting skill and enthusiasm in all assignments and duties. Employees must provide to the public a trust in the department by always being honest, fair, diligent, and courteous.

Signature of Employee

Date

Signature of Employer

Date