

UTILITY BILLING SYSTEMS PROGRAM MANAGER

JOB DESCRIPTION

Classification Responsibilities: The Utility Billing Systems Program Manager is responsible for providing direction and expertise in developing, maintaining, and enhancing technology utilized by various City departments. Specific duties include: providing and maintaining application security across all City work groups; configuring applications to support the business processes; updating and maintaining system rule and validation tables; providing system analysis, leading needs analysis with various City departments to design and assist in the development and implementation of needed data reports from application software and additional functionality requirements; developing and documenting business processes for all City work groups by creating procedures, training manuals, and training modules; analyzing, reporting, and tracking system defects to various vendors associated with the system; supervising the testing of system defect corrections, change controls, and product version upgrades; analyzing system data to design and develop solutions to system problems and exceptions in conjunction with the technical personnel in the Department of Innovation and Technology (DoIT); supervising the work of technical staff and consultants; and compiling reports from a variety of sources. The training related functions involve developing, designing, and implementing custom training programs for users, and creating custom training manuals and materials as they relate to users for all work groups. This class performs related duties as required.

CIS (Customer Information System) Specialization: The CIS (Customer Information System) assignment is responsible for management and oversight of the daily operations of the City's utility billing system and related software products and interfaces. Oversight includes but is not limited to: utility billing system, loading/updating/testing of rate tables, configuring customer portal, training customer service personnel on both applications; and ensuring accuracy, reliability, and timeliness of utility billing.

AMI (Advanced Metering Infrastructure) Specialization: The AMI (Advanced Metering Infrastructure) assignment is responsible for the management and oversight of the daily operations of the City's Meter Data Management System (MDMS), meter head-end system, and related interfaces. Oversight includes but is not limited to: technical support of meter communications and maintenance of meter data, monitoring of system performance and initiation of field actions as necessary, bill read verification before transmission to billing system; and ensuring accuracy, reliability, and timeliness of meter read data.

Distinguishing Features: The Utility Billing Systems Program Manager class is distinguished from the Billing Systems Administrator in the focus on maintaining daily operations and initiating/managing work orders, as necessary. The incumbent in this class exercises considerable independence and initiative. A Utility Billing Systems Program Manager receives direction from the Billing Systems Administrator who reviews work through reports, conferences, and evaluation of results achieved. This class is FLSA exempt.

QUALIFICATIONS

Employee Values: All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

Minimum Qualifications Required. Any combination of training, education, and experience equivalent to graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Computer Information Systems, Business Administration, or a related field. Good (1 - 3 years) experience in computer systems oversight, services, or project management.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Experience supporting business applications or billing systems with emphasis on functional application use and related business processes, is preferred. Experience working with customer information systems, utility billing/meter systems, or AMI systems is preferred.

ESSENTIAL FUNCTIONS

Communication: Communicates with the general public, other City employees, vendors, management, and contractors. Understands the customer's environment and business functions to develop and organize customer requirements and explain available alternatives. Utilizes various presentation techniques to make presentations and recommendations. Instructs others in a classroom setting regarding policies and procedures for the billing system and/or AMI system. Maintains good rapport with customers while integrating requirements. Improves communication processes. Develops good working relationships with customers, team members, management, etc. Prepares written documents, including spreadsheets, e-mails, memos, presentations, management reports, operating procedures, performance evaluations, and training manuals with clearly organized thoughts, using proper sentence structure, punctuation, and grammar.

Manual/Physical: Operates a variety of standard office equipment, such as a personal computer (PC), telephone, calculator, and printer to acquire, process, and disseminate information. Enters data or information into a workstation using a keyboard or other device to manage projects. Reviews and evaluates the work products of others. Prepares and updates schedules, graphs, or documentation in order to achieve project results, report project status, and create presentations. Attends meetings and seminars.

Mental: Comprehends and makes inferences from written material, including departmental policies and procedures, training curriculums, and various reports. Leads system and needs analysis with City departments to design and assist in the development and implementation of data reports. Maintains application security and configures applications to support business processes. Creates training modules, manuals, and procedures. Documents and develops business processes. Develops solutions to system problems with DoIT staff. Plans, organizes, and/or coordinates the activities of project teams. Prioritizes and assigns work to personnel and prioritizes own work. Supervises and evaluates the work of subordinate personnel and consultants. Coordinates work activities, project functions, and/or other tasks with other City departments/divisions, vendors, and consultants. Integrates and improves policies and procedures, short- and long-term objectives, and customer business plans. Understands business needs, requirements analysis, complex business functions, and customer relations with multiple departments. Understands and analyzes problems, evaluates alternatives, determines resolutions, and recommends actions to improve efficiency. Participates in the development of operating procedures and

training practices. Conducts studies of problems or administrative concerns and makes appropriate written and oral recommendations. Performs mathematical calculations and statistical computations. Learns job-related material in a classroom setting and/or through on-the-job training.

Knowledge/Skills/Abilities:

Knowledge of:

project management and control techniques;
database management systems and applications;
utility billing systems;
computer control systems;
theory, principles, and practices of system specification standards;
basic data processing procedures, operations, data flow, and records maintenance;
group dynamics and human behavior and the effects of both on members of a group;
principles, training methods, and technologies used in current training field practices;
learning theories and techniques as they apply to adult training programs;
total quality management philosophy and organizational application;
problem-solving and consultative skills;
performance management programs and employee counseling;
principles of supervision, training, and performance evaluations; and
basic PC software, including word processing, spreadsheets, and database management programs.

Skill in:

customer service; and
composing written reports documenting investigation results and recommendations.

Ability to:

analyze systems and procedures accurately and logically;
analyze the need for modifications to or implementation of new business process flows;
design training modules and manuals;
grasp new technical and business concepts quickly;
explain technical data processing problems in non-technical terms both verbally and in writing;
confer with user representatives and outside vendors on operations and project technical problems;
logically analyze and synthesize complex systems to develop satisfactory solutions;
plan, organize, and coordinate activities to accomplish work assignments;
act as a liaison with the Department of Innovation and Technology;
compile reports from a variety of sources;
consult with management to identify needs and solutions for implementing business processes across work groups, sections, divisions, and departments;
research and resolve routine system application problems;
remain aware of changes in the workplace and City operations;
prepare clear and accurate written documents and reports using proper business English sentence structure, grammar, and punctuation;
instruct others in a classroom setting;

make oral and written presentations to senior internal and external audiences;
move light objects, such as overhead projectors and whiteboards;
supervise, train, and evaluate assigned staff;
work effectively with groups of employees and departments to implement business processes across
work groups, sections, division, and departments; and
establish cooperative working relationships with all levels of employees and other governmental,
educational, and private agencies.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

Revised 6/24

CLP/lr/lb

CS5156.DOCX

EEO-Prof

JOB FCTN-ADM

INCREMENTS 43-200

PAY GRADE: 59

IND-9410

SWORN-No