

UTILITY BILLING SYSTEMS ADMINISTRATOR

JOB DESCRIPTION

Classification Responsibilities: The Utility Billing Systems Administrator is responsible for the meter-to-bill process for the City's utilities (Electric, Natural Gas, Water), as well as the billing process for the City's non-metered utilities (Wastewater, Solid Waste). The Utility Billing Systems Administrator has oversight for both the Advanced Metering Infrastructure (AMI) and the Customer Information System (CIS) applications and related interfaces to/from other City software. Additional duties include: managing communication between the CIS and AMI systems and with other City software applications; scheduling, oversight, testing, and training of application upgrades and patches in conjunction with staff from the Department of Innovation and Technology (DoIT); providing direction and expertise to the Utility Billing Systems Program Managers in developing, maintaining, and enhancing the applications to meet the business needs of department users; determining and evaluating performance measures for the applications and the team; ensuring timely and accurate communication with relevant City personnel; working with Water Resources, Energy Resources, DoIT, and the Utility Billing Systems Program Managers to provide strategic direction on the use, enhancement, maintenance, and integration of the CIS application, the customer web portal, the Outage Management System, and the AMI system; providing an interface between the utility departments, customers, and DoIT; and providing periodic reports to the department directors and the City Manager's Office on the successes of the overall program, as well as opportunities and needs for enhancements and fixes.

The Utility Billing Systems Administrator also provides direction to the Customer Services Supervisor (Billing Supervisor) who is responsible for numerous reports and queries to ensure all outgoing billing is complete and accurate. Billing Services also enters manual data from the utilities to be billed and handles customer billing disputes, and bills for Mesa Police Department burglar and panic alarms. This class performs related duties as required.

Distinguishing Features: This classification has been designated as a non-classified, non-merit system, at-will position. The Utility Billing Systems Administrator is distinguished from the Utility Billing Systems Program Managers by the management oversight and responsibility, as well as the vendor/contract communication and oversight. This classification serves as a point of escalation for the Utility Billing Program Managers and is expected to take a strategic approach to all processes involved in the utility customer billing and communication. The Administrator is the escalation point for billing disputes with wide discretion to resolve these disputes with customers. The Utility Billing Systems Administrator manages the Business Services Department's projects relating to the AMI and CIS applications representing the functional side of the applications. The incumbent in this class exercises considerable independence and initiative. This class is responsible for developing departmental and City policies and procedures, and short- and long-term objectives. The Utility Billing Systems Administrator receives direction from the Business Services Department Director who reviews work through reports, conferences, and evaluation of results achieved. This class is FLSA exempt-executive.

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. Considerable (3 - 5 years) experience in project management and/or oversight of computer-based systems or services. . Good (1 - 3 years) of lead/supervisory experience.

Special Requirements. None.

Substance Abuse Testing. None.

Preferred/Desirable Qualifications. Certification as a Project Management Professional (PMP). Considerable (3 - 5 years) experience working with utility billing systems is preferred. Considerable (3 - 5 years) experience working with AMI systems is highly desirable.

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. Ensures proper training and training materials regarding policies, procedures, and functionality are provided for the billing, CIS, and AMI systems. Maintains good rapport with customers while integrating City business requirements. Improves communication processes. Develops good working relationships with customers, team members, management, etc. Handles escalated billing disputes. Prepares written documents, including reports to City Manager's Office on successes of the program, deficiencies, and opportunities for improvement; operating procedures; performance measurements; and training manuals with clearly organized thoughts, using proper sentence structure, punctuation, and grammar.

Manual/Physical: Provides oversight and direction to the Utility Billing Systems Program Managers in the development, integration, maintenance, use, and enhancement of the AMI and CIS applications, customer web portal, and outage management system. Provides oversight and direction to the Billing Supervisor on ensuring utility and alarm billing is complete and accurate. Operates a variety of standard office equipment, such as a personal computer (PC), telephone, calculator, and printer to acquire, process, and disseminate information. Moves light objects, such as overhead projector or whiteboard. Enters data or information into a computer 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 to achieve project results, report project status, and create presentations. Presents data/information/training in front of groups. Attends meetings and seminars. Meets scheduling and attendance requirements.

Mental: Provides strategic direction on the use, enhancement, maintenance and integration of the CIS and AMI applications, the customer web portal, and the Outage Management System. Manages communication between the CIS and AMI systems with other City software applications. Schedules and tests applications upgrades and patches with DoIT staff. Comprehends and makes inferences from written material, including departmental policies and procedures, training curriculums, and various reports. Plans, organizes, and/or coordinates the activities of work groups and project teams. Prioritizes and assigns work to personnel and prioritizes own work. Supervises and evaluates the work of subordinate personnel. 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. Determines and evaluates performance measures for the applications and workgroups. Understands and manages 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:

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;
project management and control techniques;
database management systems and applications;
billing systems;
computer control systems, and analyzing systems and procedures accurately and logically;
analyzing the need for modifications to or implementation of new business process flows; and
composing written reports documenting investigation results and recommendations.

Ability to:

effectively manage customer service and billing functions for utilities;
test software applications and identify enhancement needs;
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 Technology and customers;
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;

maintain awareness of changes in the workplace and City operations;
prepare clear and accurate written documents and reports;
make oral and written presentations to various levels of internal and external audiences;
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;
determines and evaluate performance measures for the applications and workgroups; 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.

New 2/23

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JOB FCTN-ADM

INCREMENTS 57-200

PAY GRADE: 58

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