

TITLE: Business Manager
DIVISION: Administration
CLASSIFICATION: Exempt, Full Time
REPORTS TO: General Manager
SUPERVISES: Customer care employees directly



Purpose of Position: To manage activities of the front office, the meter department, and administrative functions such as billing, customer service, computer/network operations, human resource or other areas as assigned.

Essential Functions: (Must be able to perform these functions with or without a reasonable accommodation).

- Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- Assigns and coordinates work; monitors status of work in progress and inspects completed work; confers with assigned staff, and assists with complex/problem situations.
- Develops work methods and procedures for implementing computer programs and provides technical expertise.
- Ensures compliance with all applicable codes, laws, rules, regulations, standards, policies and procedures; ensures adherence to established safety procedures; monitors work environment and use of safety equipment to ensure safety of employees and other individuals; initiates any actions necessary to correct deviations or violations.
- Consults with management staff or other officials to review department operations/activities, review/resolve problems, receive advice/direction, and provide recommendations.
- Develops and implements long and short-term plans for Belforest Water and evaluates efficiency and effectiveness of programs, operations, procedures, and resource allocation.
- Manages billing operations and activities; prepares usage/consumption information for water, gas, and accounting departments; develops and changes format of billing statements as needed; supervises collections procedures; oversees disconnection of service on delinquent accounts; provides backup coverage for billing coordinator.
- Manages customer service staff, operations, and activities; researches and resolves difficult customer service complaints and problems; provides information and assistance related to accounts, bills, charges, procedures, documentation, or other issues.
- Oversees budget development, and monitors expenditures to ensure compliance within approved budget.
- Formulates and executes policies including safety and customer service procedures and assists management in establishing departmental operating procedures.
- Promotes positive public relations within the community, representing the system in public/professional meetings and other activities and provides education and information to the community.
- Manages operations and activities relating to computer/network systems and office equipment; troubleshoots and resolves equipment, computer, and software problems; evaluates computer hardware/software to identify needs for updating/replacement and to recommend potential purchases; coordinates installations/upgrades, changes, and problem resolution with vendors; monitors network operations, diagnoses problems, and performs routine server maintenance; coordinates network activities with specialists as needed; ensures proper operation of data backup systems; provides technical guidance in system operations; provides support for computer applications requiring specialized training.
- Performs administrative tasks; monitors work schedules to ensure adequate coverage; prepares performance evaluations; develops, submits and implements budgets for areas of assignment; monitors expenditures to

ensure compliance with approved budget; reviews/approves invoices, codes invoices for allocation to proper budgetary accounts, and submits approved invoices for payment.

- Manages all payroll activities; balances, approves, and submits payroll deduction invoices for payment; coordinates employee levies and wage garnishments, submits monthly payments to required agencies, and processes documentation; balances payroll records, taxes, and deductions and closes payroll records; Processes and pays federal/state payroll taxes; processes and balances required tax reporting forms; coordinates timecard processing and biweekly earnings records with department managers.
- Leads the human resources functions, which may include posting open positions, interviewing, verifying employment, troubleshooting insurance problems, coordinating drug testing and physical exams, or other tasks as needed.
- Conducts or coordinates special projects as assigned; researches projects relating to technology, vehicle/fleet maintenance, meter reading, or other issues as requested by Board.
- Prepares or completes various forms, reports, correspondence, budget reports, water consumption reports, billed services reports, training requests, or other documents.
- Oversees inventory of department equipment, supplies, and materials; ensures availability of adequate materials to conduct work activities; initiates orders for new or replacement materials.
- Attends meetings and makes presentations as needed.
- Prepares calculations tap fees for new construction and homeowners.
- Acts as a positive role model in all aspects of professional performance.
- Regular attendance is required as outlined in the company's attendance policy.

Skills, Knowledge & Abilities: (these are required to perform the essential functions of the job).

- Must be able to operate a motor vehicle, a personal computer, network system, general office equipment, a handheld computerized meter reading device, fax machine, copy machine, two-way radio; and to use computer programs, word processor, spreadsheets, databases, e-mails, Internet; and to perform basic maintenance such as backing up data, replacing toner, or refilling paper.
- Ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.
- Must maintain a comprehensive, current knowledge of applicable laws/regulations as they pertain to position.
- Must maintain an awareness of new trends and advances in the profession through professional literature, professional affiliations and workshops as appropriate.
- Must be able to perform job task and exercise independent judgment with a high level of accuracy.
- Ability to handle multiple tasks effectively, work under pressure and to prioritize.
- Must be able to proficiently read, write and communicate clearly in English.
- Must be able to maintain a positive and professional attitude and an effective working relationship with, and among coworkers.
- Must possess effective communication skills with ability to handle difficult people or situations.
- Must be able to travel throughout the Baldwin County area regularly and out of town occasionally.
- Must be able to use hands, fingers and wrist repetitively, using a keyboard.
- Must be able to sit for extended periods, walking around occasionally.
- Must be able to lift, carry, push and/or pull objects and materials up to 25 lbs.

Marginal Functions: (Other duties likely to be assigned).

- Other duties as assigned.

Experience and Education Requirements

- Bachelor's degree in Accounting, Business Administration, or closely related field; and
- Five (5) years previous experience and/or training that includes budgeting and auditing, customer service, accounts payable and receivable, project administration, and employee supervision: or
- Any equivalent combination of education, training, military service and experience which provides the requisite knowledge, skills, and abilities for this job.
- Valid Alabama drivers' license and must be insurable.
- Must pass a criminal background check.

Working Conditions

Typically indoors with minimal exposure to hazard conditions