

City of Fort Worth, Texas Job Description

Classification Title	Billing & Accounting Manager		
Job Code:	MG1071	Job Family:	Management
Pay Grade	613	Date Created:	08/22/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Manages, supervises and coordinates the business services and accounting functions and operations of the Water Department, including billing, revenue collection, general ledger, accounting, accounts receivable and customer service information activities. Recognizes organizational and operational deficiencies; implements corrective actions; and provides administrative support to senior management.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Manages and directs assigned department/divisional services and activities. Manages daily billing, cashiering and remittance processing; performs daily accounting functions, including internal control systems, reconciliations, general ledger entries and month and year end closing; maintains security and maintenance of systems; and coordinates customer services.
3. Participates in the development and implementation of business plan goals, objectives, policies and priorities; develops, recommends and implements performance measures and benchmarks; monitors results of operational performance; and takes corrective action to ensure efficiency and effectiveness of work processes and productivity.
4. Identifies opportunities for improving service delivery methods, work methods, procedures and organizational structure for functions or projects; identifies resource needs; researches, plans and implements new utilities, system upgrades, services offerings and process re-engineering; and monitors efficiency of organizational structure.
5. Ensures the timeliness and accuracy of billing for multiple utility services and safeguards the collection, reconciliation and remittance processing for annual revenues.

6. Performs critical daily accounting functions in accordance with GAAP and Governmental Accounting Standards for multiple utility funds including Water, Wastewater, Sanitation, Storm Water and Environmental Protection Agency funds.
7. Establishes multifaceted internal control systems for cash and bank reconciliations, general ledger entries and reporting.
8. Provides information for the City's annual financial report and the City's annual audit on behalf of the Water Department by managing and directing reporting and reconciliation in support of internal and external auditors; provides accounting and process expertise for planning and problem resolution; and creates custom queries and reports to provide detailed financial records.
9. Prepares or assists in preparing a variety of reports and presentations involving statistics, legal requirements, fund accounting, data processing and financial projections.
10. Continuously monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned accounting programs, service delivery methods and procedures and related internal controls; works with employees on the continuous improvement of accounting programs and services; identifies opportunities for improvement; directs and implements changes.
11. Establishes and documents uniform policies for accounting operations within the department; establishes and participates in the development and implementation of goals, objectives, policies and priorities for all assigned areas and ensures congruence/compliance with the department's and City's overall financial goals and objectives.
12. Participates in the development and administration of the department budget; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; and implements and reports budgetary adjustments, as needed.
13. Responds to and resolves sensitive citizen inquiries and complaints; interprets policies and procedures; monitors status of requests; reviews, coordinates and fulfills public records requests; and prepares correspondence.
14. Assists in long-term planning and development of customer information system and billing systems; provides professional assistance in support of special projects or programs; and performs key project management support, including needs analysis, resource planning and troubleshooting.
15. Negotiates, coordinates and administers assigned contracts with external professional service providers and vendors. Assists in negotiating and preparing requests for proposals; and assists in monitoring work progress and contract compliance.
16. Performs other related duties as required.

17. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.
18. Pursuant to the City of Fort Worth's Code of Ordinances and Personnel Rules and Regulations, employees in this position cannot file an appeal of disciplinary actions taken against them.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Operational characteristics, services and activities of assigned area.
 - Principles and practices of local government finance administration.
 - Principles of personnel management, supervision, training and performance evaluation.
 - Automated financial accounting and reporting systems.
 - Principles of municipal budget preparation, analysis, forecasting and control.
 - Principles and practices of business administration and human resources management.
 - Trends and current development of management theory.
 - Organizational objectives, procedures, policies and regulations.
 - Pertinent federal, state and local laws, codes and regulations.
 - Office equipment, including computers and supporting database management tools, spreadsheet applications and word processing.
 - Principles and practices of customer billing and collections.
 - Generally Accepted Accounting Principles (GAAP) and Governmental Accounting standards, methods, practices, and procedures.
- **Skill in:**
 - Municipal government accounting and financial reporting.
 - Computers and applicable software.
 - Organization and time management.
 - Methods and techniques used to conduct a variety of analytical studies.
 - Research, program analysis and report preparation.
 - Establishing internal control systems.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Analyze and interpret financial and accounting records and reports.
 - Select, supervise, train and evaluate staff.
 - Plan, organize and supervise accounting functions.
 - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
 - Oversee customer billing, revenue collection, financial reporting and other assigned services.
 - Respond to requests and inquiries from the general public.
 - Recommend and implement goals and objectives.
 - Apply practices, theories, techniques and management methodology to assigned area.

- Coordinate and administer budget process.
- Prepare, evaluate, administer and monitor professional contract services.
- Interpret and explain City policies and procedures.
- Prepare clear and concise reports.
- Research, analyze and evaluate programs, policies and procedures.
- Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in public administration, business administration or a related field and four years of responsible experience in research and statistical analysis, including one year of administrative and/or lead supervisory experience.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.