

MAJOR FUNCTION

This is highly responsible managerial, professional, and technical work directing activities of the Special Projects Division; which can include assisting the department director in implementing department policies; to promote department development, and comprehensive planning. Incumbent is responsible for directing the preparation of Special Projects and related planning activities and coordination. Work is performed with considerable independence under the administrative direction of the director. Work is reviewed through conferences, reports and results obtained.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES**Essential Duties**

Supervises, plans and directs activities and personnel of the Special Projects Division. Supervises team leaders and employees including instructing, assigning and reviewing and planning work of others; maintaining standards and coordinating activities. Reviews the work of subordinates for completeness and accuracy; evaluates and makes recommendation as appropriate. Develops, prepares and presents on capital projects assigned to enhance the long-term operations of Customer Operations. Develops project priorities, timing and specifications. Prepares and directs the preparation of a various studies, researches and related information for decision making purposes; periodically generates special reports on performance. Responds to project requests from director that impacts each division. Acts on behalf of the director during his/her absence or at his/her direction. Ensures internal controls and programs are effective. Develops recommendations for new programs, and administrative policies and guidelines modifications. Receives and responds to city officials and citizen requests for information regarding Customer Operations issues from community focused matters, town hall meetings. Recommends the selection, transfer, advancement, grievance adjustment, discipline and discharge of employees. Conducts performance appraisals and recommends the approval or denial of merit raises. Acts as staff for local planning agency. Prepares and controls division budget. Performs related work as required.

Other Important Duties

Engages in community involvement as it relates to special projects issues. Prepares agenda requests. Attends meetings, conferences, seminars, and workshops to enhance knowledge of industry standards, requirements. Attends staff, commission and community meetings as requested. Performs related work as required.

DESIRABLE QUALIFICATIONS**Knowledge, Abilities and Skills**

Thorough knowledge of billing, credit, collections, adjustments, and overall customer accounting operations or practices. Thorough knowledge of modern techniques, methods, procedures, principles, and practices of all phases of transit operations and activities. Thorough knowledge of assigned energy management programs, codes, methods, techniques and practices. Thorough knowledge of operations, ordinances, rates, policies and procedures. Ability to supervise and direct the work of professional, technical and clerical staffs. Ability to communicate effectively both orally and in writing. Ability to present technical information to lay groups and the general public. Ability to establish and maintain effective working relationships as necessitated by work assignments. Skill in the use of personal computers and related programs and applications used in planning and administrative activities. Thorough knowledge of effective promotional and public relations activities. Ability to analyze workflow procedures and recommend needed improvements. Ability to understand and implement oral and written instructions. Ability to gather information, prepare and make reports, and maintain records. Ability to address civic organizations or other public or private groups on

subjects relative to Economic and Community Development programs and projects. Ability to exercise independent judgment and solve complex problems in making decisions in accordance with ordinances, rules, departmental policies and procedures, or other regulations

Minimum Training and Experience

Possession of a bachelor's degree in business or public administration, accounting, finance, information systems or a related area and four years of professional experience that includes billing, collections, or customer service; or an equivalent combination of training and experience. Two years of the required experience must have been in a supervisory capacity.

Necessary Special Requirement

Must possess a valid Class E State driver's license at time of appointment.

Established: 06-20-20