



Position: Finance and Customer Service Manager

Reports to: General Manager

Definition: Under general direction, manages the Finance/Customer Service Division with primary responsibility for the effective operations of the finance, accounting, payroll, utility billing and customer service functions of the District. This is an executive level at-will exempt position providing leadership and maintaining oversight for diverse and complex functions related to financial and customer service activities.

Supervision: Reports to and receives direction from the General Manager. Provides supervision and oversees the work of the Finance/Customer Service Division.

Typical Duties:

Duties may include, but are not limited to, the following:

- Planning, structuring, implementing and evaluating the activities related to financial and utility customer service operations;
- Overseeing all accounting work, including maintenance of the general ledger, accounts receivables, accounts payables, and fixed assets;
- Overseeing customer service activities such as account setup, billing, and collection;
- Providing effective leadership and supervision involving goal setting, motivation, coaching, evaluation and accountability;
- Ensuring compliance with various regulations, establishing and maintaining proper internal controls;
- Coordinating payroll activities;
- Responsibility for banking and investment functions;
- Preparing budget documents, financial reports and regulatory filings;
- Coordinating the annual audit and CAFR preparation;
- Developing reports and preparing materials for the Board of Directors, Finance Committee and others;
- Representing the District in the public, the financial community, vendors and others while maintaining confidentiality of management decisions and personnel.

Minimum Qualifications:

Knowledge: Principles and methods of financial analysis in development and monitoring of budgets, projections, and investments; Generally Accepted Accounting Principles (GAAP) and/or Governmental Accounting Standards Board (GASB); principles of banking and investments, risk

management, purchasing and payroll; general practices of establishing goals and planning work; staff supervision, motivation and evaluation; customer service procedures including billing, collections and recordkeeping; principles and practices of policy development and implementation; pertinent regulatory framework; computer applications related to financial and business services.

Skills: Organizing own work and work of a team; setting priorities and making decisions independently with a maximum accuracy despite frequent interruptions; performing complex accounting and financial analysis.

Abilities: Quickly learn policies and procedures; adapt to and embrace change; lead and inspire a diverse team of professionals; act in an advisory capacity to the executive team and Board of Directors.

Education and Experience: Any combination of experience and education that has produced the necessary knowledge, skills and abilities is qualifying. A typical way of obtaining the required qualifications would be:

Experience: Seven to ten years related experience with demonstrated progressive responsibilities. At least two years of it must include the supervision of a professional staff in financial analysis and accounting.

Education: Bachelor's degree in accounting, finance, public administration or related field. Additional related education may be substituted for experience or experience might be substituted for education.

Desirable Qualifications: Familiarity with governmental accounting and prior work experience at a public agency or water utility.

License or Certification: Must possess and maintain a valid California Driver's License and a safe driving record. Certified Public Accountant license is desirable.

Other Requirements: Must take part in all safety and training programs for staff, must have sufficient eyesight to read standard text on paper and computer screen, must have acute hearing, must be able and willing to lift, drag and push files and records weighing up to 25 pounds.