



CITY OF CALLAWAY, FLORIDA
CITY HALL

6601 East Highway 22, Callaway, FL 32404
Phone 850-871-6000 • FAX 850-871-2444
www.cityofcallaway.com

Mayor
Thomas W. Abbott

Commissioners
Melba Covey
Pam Henderson
Bob Pelletier
Ralph L. Hollister

PUBLIC NOTICE

WORKSHOP MEETING SCHEDULED

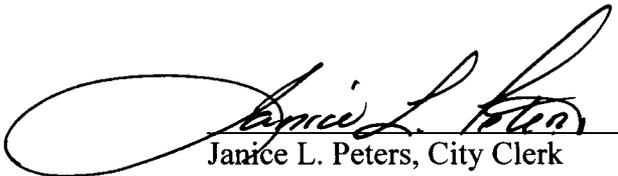
by the City of Callaway Board of Commissioners
on August 11, 2015 at 6:00 P.M.
at the Callaway Arts & Conference Center
500 Callaway Park Way
Callaway, FL 32404

AGENDA

CALL TO ORDER
INVOCATION
PLEDGE OF ALLEGIANCE
ROLL CALL

AGENDA ITEM

#1 Amending the Salary & Wage Schedule



Janice L. Peters, City Clerk

Public Participation for Agenda Items at Workshop Meetings will be held at the end of the Commission's discussion on each item. At that time, citizens can give their input on the agenda item. Public Participation is limited to three (3) minutes.

If a person decides to appeal any decision made by the City Commission with respect to any matter considered at the meeting, if an appeal is available, such person will need a record of the proceeding and such person may need to ensure that a verbatim record of the proceeding is made, which record includes the testimony and evidence upon which the appeal is to be based. Any person requiring a special accommodation at this meeting because of a disability or physical impairment should contact Callaway's City Clerk, at 6601 E. Highway 22, Callaway, FL 32404; or by phone at (850) 871-6000 at least five calendar days prior to the meeting.

If you are hearing or speech impaired, and you possess TDD equipment, you may contact the City Clerk using the Florida Dual Party Relay System, which can be reached at 1-800-955-8770 (Voice) or 1-800-955-7661 (TDD).

Fire Department
P: 850-871-2753
F: 850-871-5564

Leisure Services
P: 850-874-0031
F: 850-874-9977

Planning / Code Enforcement
P: 850-871-4672
F: 850-871-2404

Public Works
P: 850-871-1033
F: 850-871-2416

Arts & Conference Center
P: 850-874-0035
F: 850-874-0706

"This institution is an equal opportunity provider and employer."

City of Callaway Board of Commissioners Agenda Item Summary

August 11, 2015

Amending the Salary & Wage Schedule

1. PLACED ON AGENDA BY:
J. Michael Fuller, City Manager

2. AGENDA:	
PRESENTATION	<input type="checkbox"/>
PUBLIC HEARING	<input type="checkbox"/>
CONSENT	<input type="checkbox"/>
OLD BUSINESS	<input checked="" type="checkbox"/>
REGULAR	<input type="checkbox"/>

3. IS THIS ITEM BUDGETED (IF APPLICABLE)?: YES NO
N/A

4. BACKGROUND: (WHY, WHAT, WHO, WHERE, WHEN, HOW, & IDENTIFY ALL ATTACHMENTS)

This item was tabled at the regular meeting in June and pulled at the July regular meeting. The City Manager recommends the following adjustments to the Salary & Wage Schedule:

- 1) **Fire Personnel Pay Ranges.** Adjusting the annual/hourly pay ranges for the Fire Department, thus correcting any overlap and moving the Fire Chief from the non-emergency personnel grades to the fire personnel grades for consistency.
- 2) **Establishing Positions in Finance & Utilities.** The proposed changes will establish updated titles, duties, and functions of several existing positions within Finance, Government/Admin., and Utilities divisions.

For a complete explanation of the proposed changes to the Salary & Wage Schedule, please refer to the attached memo from the City Manager.

ATTACHMENT:

- Memo from the City Manager
- Justification of updates
- Warren Averett's Functional Overview – Organizational Structure
- Exhibit "A" proposed Salary & Wage Schedule
- Current Organizational Chart
- Exhibit "B" proposed revised Organizational Chart
- Exhibit "C" proposed annual/hourly ranges for the Fire Department
- Exhibit "D" proposed updated job descriptions

5. REQUESTED MOTION/ACTION:

Staff recommends the City Commission approve changing the Salary & Wage Schedule to 1) adjust the pay ranges of the Fire Department Personnel and 2) rename certain positions in the Finance, Government/Admin, and Utilities.



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Commissioners
 Melba Covey
 Pam Henderson
 Bob Pelletier
 Ralph L. Hollister

MEMORANDUM

DATE: July 24, 2015

TO: Mayor Thomas Abbott
 Commissioner Melba Covey
 Commissioner Pam Henderson
 Commissioner Bob Pelletier
 Commissioner Ralph Hollister

FROM: J. Michael Fuller, City Manager *JMF*

RE: Amending the Salary & Wage Schedule

The City has a very functional organizational structure, and job positions and classifications. I believe with some adjustments, staff can better perform in their jobs and provide the citizens with better service. Supervision and direction of all departments, divisions, and positions in the city lie within the powers and duties of the City Manager; however, the City's Personnel Manual provides that the City Commission approve a salary and wage schedule. Sec. 6.01 of the Personnel Manual states, "In an effort to recruit and retain quality personnel, the City should routinely review, revise, and recommend a wage schedule that will ensure the City's competitiveness in the job market. The Salary & Wage Schedule should be approved by the City Commission."

I am recommending changes to the City's Salary & Wage Schedule ("schedule") in order to provide fair and structured wages to fire department personnel, and to add new positions that will allow us to a) improve customer service, b) improve workflow, and c) implement safeguards/checks noted by the City's independent auditors. The schedule with proposed changes in ~~strike through~~/underline is attached as **Exhibit "A"**. In addition to the schedule, I am recommending some minor adjustments to the organization chart to place all financial responsibilities in the Finance Department. Currently, three (3) of these responsibilities including payroll, cash receipts and purchasing are under the supervision and direction of the City Clerk's Office. The revised organizational chart, as proposed, is attached as **Exhibit "B"**.

The two (2) primary changes I am proposing to the schedule are as follows:

- 1) **Fire Personnel Pay Ranges.** In September 2014, the City raised the minimum salary/wage range for the Pay Grade 09, Fire Fighter to \$10.25/hr or \$28,052/yr. This placed the minimum range for Fire Fighter (09) above the minimum range for Driver/Engineer (10). Attached is **Exhibit "C"** showing the new annual/hourly

Fire Department Center P: 850-871-2753 F: 850-871-5564	Leisure Services P: 850-874-0031 F: 850-874-9977	Planning / Code Enforcement P: 850-871-4672 F: 850-871-2404	Public Works P: 850-871-1033 F: 850-871-2416	Arts & Conference P: 850-874-0035 F: 850-874-0706
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ranges for the Fire Department, thus correcting the overlap in salaries between grades. In addition, the Fire Chief will be moved from the non-emergency personnel grades to the fire personnel grades for consistency.

- 2) **Establishing Positions in Finance & Utilities.** The proposed changes will establish new titles, duties, and functions by replacing several existing positions within the Finance, Government/Admin, and Utilities divisions. Specifically, the changes are as follows:
- a) changing the Purchasing Clerk to a Purchasing Specialist,
 - b) changing the Assistant to the Finance Director to an Accounting Specialist,
 - c) changing the Staff Assistant (PW/Utilities) to Utility Services Representative, (the Staff Assistant position will remain on the schedule because other departments use same position), and
 - d) changing the Customer Service Representative II to a Customer Service Supervisor.

Please see **Exhibit "D"** for complete jobs descriptions.

Other changes to the schedule consist of a number of minor updates and "house-keeping" items. This includes adding a note stating the City Clerk, like the City Manager, will have salary amount set by the Commission. The Public Works Department no longer uses the Street Sweeper Operator job title so it will be removed from the schedule. The Assistant Human Resource Director job title will be changed to HR/Risk Management Specialist to better define the function of the position.

The proposed amendments to the Salary & Wage Schedule and the lesser changes to the organizational chart will allow better functioning of departments, divisions, and positions within the city. The recommendations I have outlined above will provide fair and structured wages to fire department personnel. The renaming and changes of job descriptions in Finance, Government/Admin, and Utilities divisions will help us to improve customer service, streamline workflow, and implement the safeguards recommended by the City's independent auditors.

I appreciate your consideration.

Enclosures:

- Exhibit A – Salary/Wage Schedule
- Exhibit B – Organization Chart
- Exhibit C – Fire Department Notes
- Exhibit D – Job Descriptions

Fire Department Center	Leisure Services	Planning / Code Enforcement	Public Works	Arts & Conference
P: 850-871-2753 F: 850-871-5564	P: 850-874-0031 F: 850-874-9977	P: 850-871-4672 F: 850-871-2404	P: 850-871-1033 F: 850-871-2416	P: 850-874-0035 F: 850-874-0706

Considerable thought, analysis and collaborative discussion went into realigning City Hall position titles and duties. When evaluating operating improvements, careful attention was given to ensure compliance to the authority of the Commission. Position title changes presented for Commission approval and other organizational changes planned address all of the outstanding issues listed below.

1. Implementation of recommendations in the UB operational audit.
2. Completion of the Commission directive to follow UB audit recommendations by evaluating and updating job descriptions.
3. Creation of a clear line of authority by moving Finance functions to the Finance Department.
4. Implementation of recommendations from the FY2014 fiscal audit.
5. Improvement of internal controls and efficiency by distributing routine processes and reconciliations.
6. Capitalization of the strengths of existing staff, establishing clear expectations and deadlines to assist in keeping financial records up-to-date without hiring an accountant; no new positions created.
7. Improvement of customer service by establishing roles primarily dedicated to customer service.
8. Elimination of conflicts and miscommunication due to the assignment of employees with the same roles to different departments.
9. Assignment of more appropriate position titles and improved position descriptions.
10. Assignment of roles to improve the current operating structure and work load that is not based on a structure that may have worked well in the past.

October 13, 2014

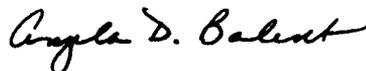
To the Board of City Commissioners
and Management
City of Callaway, Florida

Warren Averett, LLC, has evaluated selected processes of the billing and cash receipt cycle of the Water Utility enterprise fund during the last eighteen to twenty-four months and developed recommendations for your consideration based on the tests and procedures.

This report provides an overview of current operations, the control and processing environment, tests performed, and results. The observations and recommendations that follow are based on the information evaluated. The information was derived from interviews with City personnel, review of documented policies and procedures, physical observation, data from City records and third party service providers and its software system. Certain information was obtained from other municipalities that operate water utility systems. The scope of work was limited to what could be accomplished in an 80 hour review. Our evaluation did not consider information system controls to include physical security, logical access, and program change management and computer operations based on the scope of work. Also operational considerations such as age and type of meters utilized was not included in the scope of work.

We appreciate the opportunity to evaluate billing and cash receipt processes of the Water Utility Enterprise Fund. We are also available to answer your questions or assist in implementation of the recommendations.

Sincerely,



Angela D Balent, CPA
Warren Averett, LLC

OBSERVATIONS AND RECOMMENDATIONS

1. Functional Overview – Organizational Structure

Observation

The current lines of authority are not clear and transitions in the City Clerk, Finance Director, and City Manager functions along with customer service representative transition have impacted operations. In the current organizational structure, the utility billing and collection duties rest with both the Director of Finance as the manager of the function and the City Clerk. One customer service representative technically reports to the City Clerk and the other two representatives and the meter readers report to the Assistant to the Finance Director. Further the City's Utility Billing policy manual refers to a Utility Billing Supervisor; however, no such position formally exists.

Recommendation

The utility services function should be the overall responsibility of the Director of Finance. The customer service representatives, to include meter readers, should report to the Utility Billing Supervisor, who in turn reports to the Director of Finance. The Assistant to the Finance Director currently functions as the Utility Billing Supervisor.

It is possible an additional position is needed to serve the non-utility duties of the Assistant to the Finance Director role. Some strain on the system may be alleviated if the City were to implement cycle billing. Further the City is now operating without a Director of Finance and just modified City Hall working hours from five 10 hour days requiring staggered shifts to five 8 hour days. The changing circumstances make it difficult to make a formal recommendation; however the need for an additional part or full time position in the Finance function may need to be evaluated by the Commission in the near future.



PAY GRAD E	POSITION	ANNUAL RANGE/Based on 2080 Hours			HOURLY RANGE		
		Minimum	Midpoint	Maximum	Minimum	Midpoint	Maximum
01	DO NOT USE	\$13,874	\$18,730	\$28,586	\$6.67	\$9.00	\$13.74
02	DO NOT USE	\$14,845	\$20,041	\$30,237	\$7.14	\$9.64	\$14.54
03	DO NOT USE	\$15,884	\$21,444	\$32,003	\$7.64	\$10.31	\$15.39
04	Maintenance Worker I, Street Maintenance Worker I, Solid Waste	\$16,996	\$22,945	\$33,893	\$8.17	\$11.03	\$16.29
05	Maintenance Worker II, Street Maintenance Worker II, Solid Waste Records Clerk	\$18,186	\$24,551	\$35,916	\$8.74	\$11.80	\$17.27
06	Equipment Operator I, Street Equipment Operator I, Solid Waste Groundskeeper Utilities Services Tech (Meter Readers)	\$19,459	\$26,270	\$38,080	\$9.36	\$12.63	\$18.31
07	Customer Service Representative Equipment Operator II, Street Equipment Operator II, Solid Waste Grounds Crew Leader Lead Equipment Operator II, Solid Waste Lift Station Maintenance I Maintenance Worker III Park Ranger Sewer Evaluation Study Tech I Sports Field Specialist Staff Assistant Street Sweeper-Operator Utilities Services Worker I	\$20,821	\$28,109	\$40,396	\$10.01	\$13.51	\$19.42
08	Administrative Assistant Equipment Operator III, Street/Solid Waste Human Resources Technician Purchasing Clerk- Specialist Sewer Evaluation Study Tech II Utility Service Representative Utility Service Technician II (Meter Reader) Water Quality Specialist	\$22,279	\$30,077	\$42,874	\$10.71	\$14.46	\$20.61
09	Customer-Service-Representative-II Grounds Specialist Mechanic II Utilities Specialist	\$23,839	\$32,182	\$45,526	\$11.46	\$15.47	\$21.89

CLASSIFICATION AND PAY PLAN

10	<u>Assistant Planner</u> Code Enforcement Officer	\$25,507	\$34,435	\$48,362	\$12.26	\$16.56	\$23.25
	<u>Customer Service Supervisor</u> Foreman, Collections Foreman, Leisure Services Foreman, Lift Station Foreman, Sewer Evaluation Foreman, Street Foreman, Solid Waste Lead Mechanic Stormwater Specialist						
11	Zoning/Code Enforcement Officer	\$27,293	\$36,845	\$51,398	\$13.12	\$17.71	\$24.71
12	Supervisor, Maintenance	\$29,203	\$39,424	\$54,645	\$14.04	\$18.95	\$26.27
13	No positions in this grade at this time	\$31,247	\$42,184	\$58,120	\$15.02	\$20.28	\$27.94
14	<u>Assistant to the Finance Director</u> <u>Accounting Specialist</u>	\$33,425	\$45,137	\$61,823	\$16.07	\$21.70	\$29.72
15	Assistant to the City Manager <u>Senior Planner</u>	\$35,776	\$48,297	\$65,819	\$17.20	\$23.22	\$31.64
16	No positions in this grade at this time	\$38,280	\$51,678	\$70,076	\$18.40	\$24.85	\$33.69

PAY GRADE	POSITION	ANNUAL RANGE/Based on 2080 Hours			HOURLY RANGE		
		Minimum	Midpoint	Maximum	Minimum	Midpoint	Maximum
17	<u>Assistant Human Resources Director</u> <u>HR/Risk Management Specialist</u> Public Works Superintendent Utilities Superintendent	\$40,959	\$55,295	\$74,630	\$19.69	\$26.58	\$35.88
18	No positions in this grade at this time	\$43,827	\$59,166	\$79,506	\$21.07	\$28.45	\$38.22
19	Director, Leisure Services	\$46,895	\$63,308	\$84,722	\$22.55	\$30.44	\$40.73
20	<u>City Clerk</u> <u>Fire Chief</u> <u>No positions in the grade at this time</u>	\$50,178	\$67,740	\$90,303	\$24.12	\$32.57	\$43.41
21	Director, Finance Director, Planning Director, Public Works	\$53,690	\$72,482	\$96,273	\$25.81	\$34.85	\$46.29

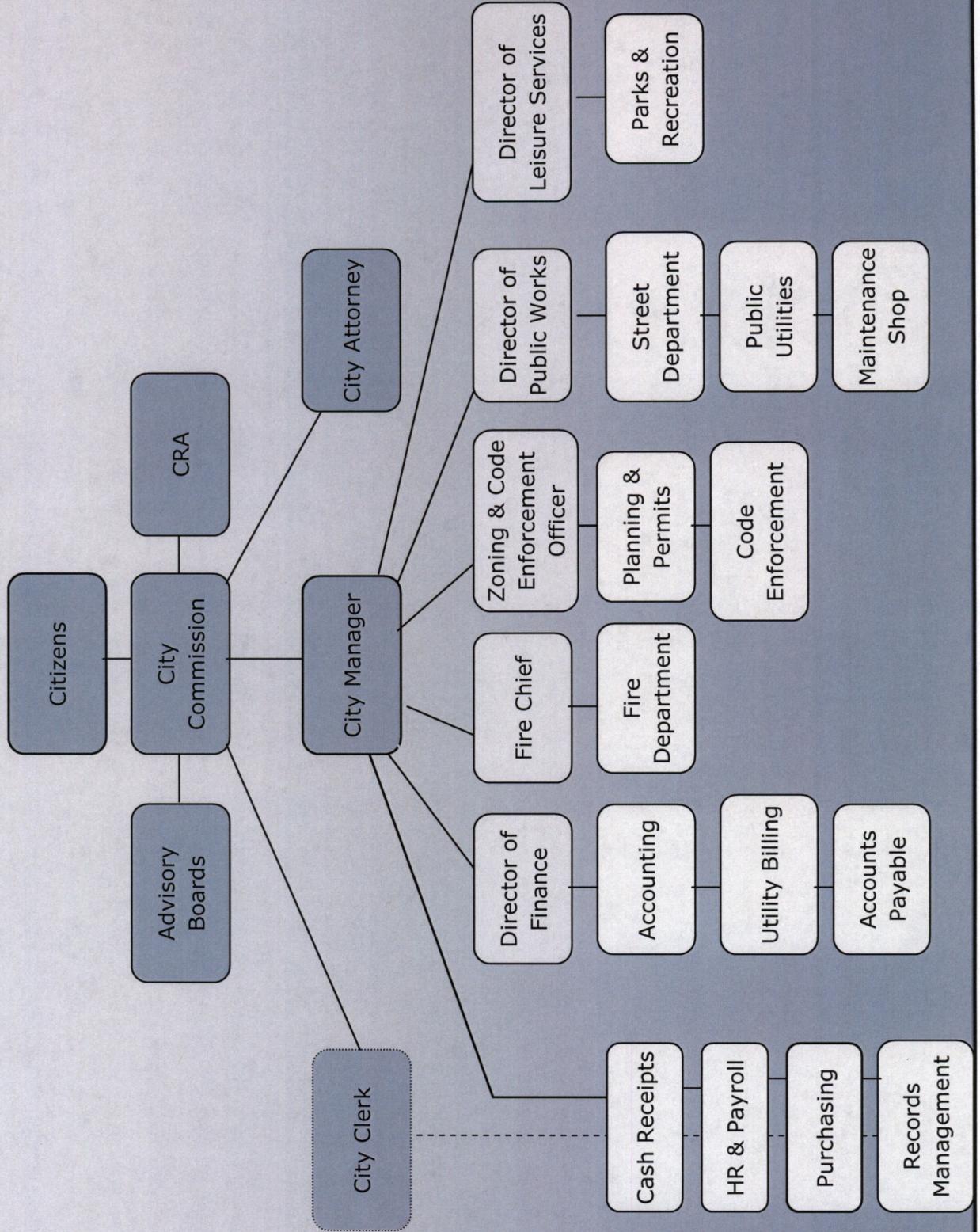
CLASSIFICATION AND PAY PLAN

22	No positions in this grade at this time	\$55,118	\$77,556	\$98,701	\$26.50	\$37.29	\$47.45
23	No positions in this grade at this time	\$61,470	\$82,985	\$109,499	\$29.55	\$39.90	\$52.64
24	No positions in this grade at this time	\$65,773	\$88,794	\$116,814	\$31.62	\$42.69	\$56.16
25	No positions in this grade at this time	\$70,378	\$95,010	\$124,643	\$33.84	\$45.68	\$59.92

** City Manager and City Clerk set by Commission

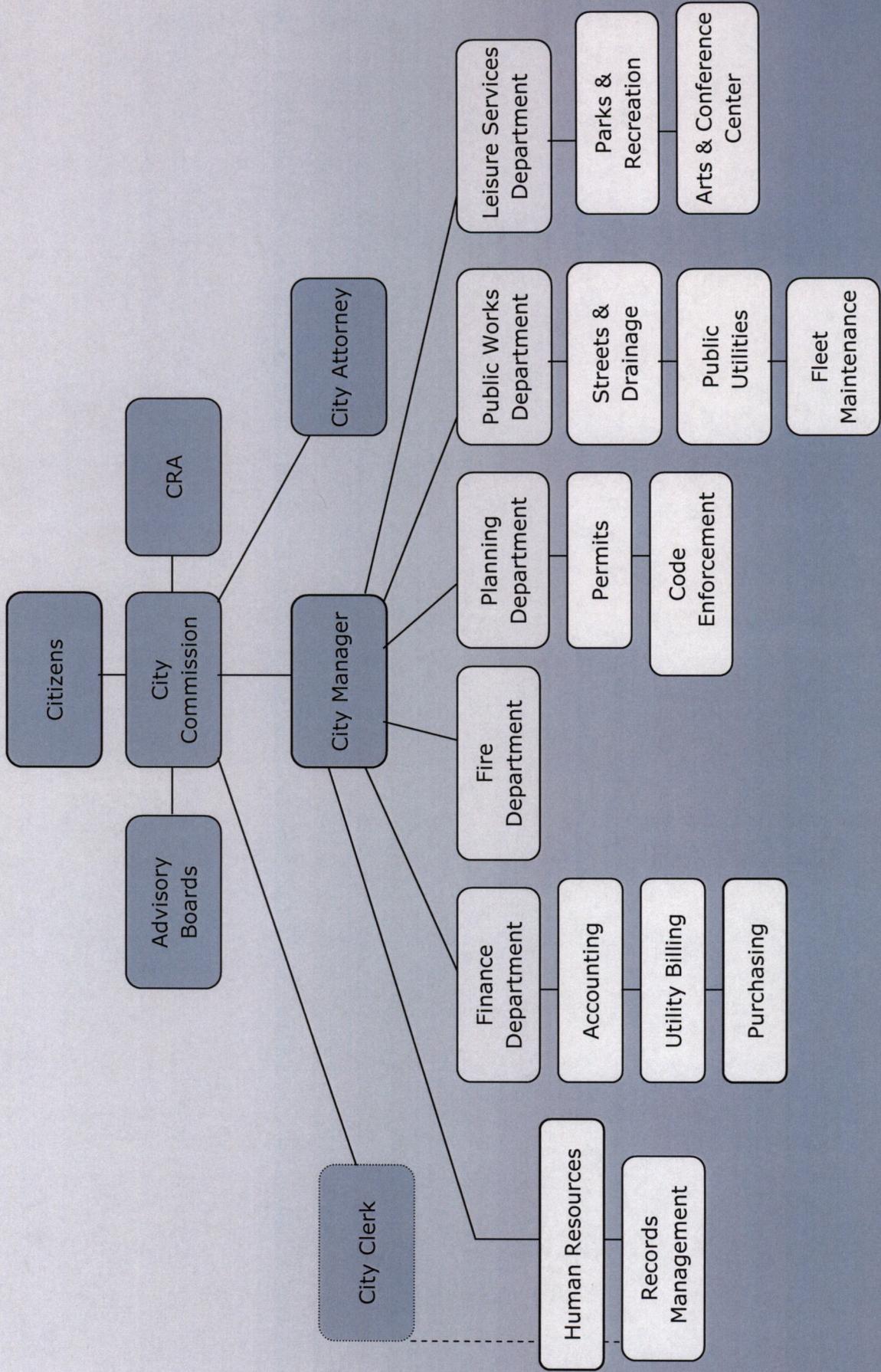
PAY GRADE	POSITION	ANNUAL RANGE/Based on 2756 Hours			HOURLY RANGE		
		Minimum	Midpoint	Maximum	Minimum	Midpoint	Maximum
09	Fire Fighter	\$23,844 \$28,320	\$32,188 \$36,926	\$40,533 \$45,533	\$10.25 \$10.28	\$11.65 \$13.40	\$14.67 \$16.52
10	Fire Driver/Engineer	\$25,502 \$29,978	\$34,426 \$39,255	\$43,351 \$48,533	\$9.23 \$10.88	\$12.46 \$14.24	\$15.69 \$17.61
11	Fire Driver/Engineer-II	\$27,298	\$36,854	\$45,409	\$9.88	\$13.34	\$16.43
13	Fire Lieutenant	\$31,249 \$35,725	\$42,191 \$46,928	\$53,132 \$58,132	\$11.31 \$12.96	\$15.27 \$17.03	\$19.23 \$21.09
20	Fire Chief	\$54,654	\$72,478	\$90,303	\$26.28	\$34.85	\$43.41

City of Callaway FY2015



DRAFT

City of Callaway FY2015



Existing & Proposed Salary/Wage Schedule for Fire Department

Original Pay Range Brackets (prior to raising Grade 09 minimum to \$10.25/hr):

	Minimum	Midpoint	Maximum
09 Firefighter	23,844	32,188	40,533
10 Engineer	25,502	34,426	43,533
13 Lieutenant	31,249	42,191	53,132
20 Fire Chief	50,178	67,740	85,303

Pay Brackets after Firefighter Raise (Grade 09 minimum):

	Minimum	Midpoint	Maximum
09 Firefighter	<u>28,052</u>	32,188	40,533
10 Engineer	25,502	34,426	43,533
13 Lieutenant	31,249	42,191	53,132
20 Fire Chief	50,178	67,740	85,303

Pay Brackets after all pay grade maximums were increased \$5,000:

	Minimum	Midpoint	Maximum
09 Firefighter	<u>28,052</u>	32,188	45,533
10 Engineer	25,502	34,426	48,533
13 Lieutenant	31,249	42,191	58,132
20 Fire Chief	50,178	67,740	90,303

Proposed Pay Grades and Annual Range :

	MIN	MID	MAX
09 Firefighter	28,320	36,664	45,533
10 Engineer	29,978	38,902	48,533
13 Lieutenant	35,725	46,667	58,132
20 Chief	54,654	72,216	90,303

Notes:

Firefighter – old firefighter starting pay 23,844 to new starting pay 28,320 a **18.77% increase**

Engineer – old engineer starting pay 25,502. diff between old firefighter pay 23,844 is 1,658
add 1,658 to new firefighter pay is 29,978. New engineer starting pay with adjustments 29,978 a **17.55% increase**

Lieutenant – old lieutenant starting pay 31,249. diff between old engineer pay 25,502 is 5,747
add 5,747 to new engineer pay is 35,725 New lieutenant starting pay with adjustments 35,725 a **14.32% increase**

Fire Chief – old chief starting pay 50,178. diff between old lieutenant pay 31,249 is 18,929
add 18,929 to new lieutenant pay is 54,654 New chief starting pay with adjustments 54,654 a **8.92% increase**





FINANCE DEPARTMENT

PURCHASING SPECIALIST



Salary Grade: 09
Department: Finance
Reports To: Director of Finance
Approved By: City Manager _____ Date: _____

Summary:

This person is responsible for specialized work involving the purchase of assigned types of commodities in connection with the central purchasing operation of the City. Work is performed under the supervision of the Director of Finance, however, is expected to exercise considerable initiative and independent judgment and must be able to work with limited supervision. This position is responsible for processing and tracking all areas of purchasing in all departments within the City.

Essential Duties and Responsibilities:

These are intended as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Perform and oversee all purchasing functions including, but not limited to, maintaining vendor files, worker's compensation insurance; process annual 1099 forms; interview vendors, order supplies and/or equipment as directed by authorized buyers.
- Interviews sales representatives regarding ordering of supplies; schedule and follows up on delivery dates and notify buyers of delays.
- Conducts studies and collects data on current market prices to keep informed on price trends; assists in reviewing specifications used as a basis for pricing on all commodities within an assigned field in each department.
- Assists in obtaining competitive price/bid quotations from vendors, tabulates and analyzes prices/bids to determine lowest and best price/bid; including coordination of bid advertisement, sealed bid acceptance and bid opening procedures.
- Assist all departments with preparation and advertisement of RFP/RFQs.
- Screens and prepare purchase requisitions and orders as needed, including checking for adherence to purchasing procedures detailed in the City Purchasing Manual; reviews purchasing manual to develop recommendations for necessary updates.
- Checks for proper allocation for multi-department purchasing and verifies proper account number as compared to the City budget line item for each purchase.
- Works with and trains all buyers to ensure each buyer is able to access purchasing history and acquire status of outstanding purchases.
- Processes invoices for payment by checking extensions and additions, matching and comparing with purchase orders, review monthly Purchase Card remittance and performing related work prior to the approval of invoices for payment.
- Maintain contract records, vehicle titles and registrations.
- Oversee the City's fixed asset inventory for all departments; maintain record of capital purchases and disposals.
- Performs routine clerical work and weekly inventories of supplies.

- Coordinates and processes Business Tax Receipts, Open Air Sales, and Solicitation Permits.
- Performs others duties as assigned by the Director of Finance.

Knowledge, Skills, and Abilities:

- Knowledge of large scale purchasing methods and procedures in an assigned commodity area and of the laws, rules, and regulations effective in governing the purchase of commodities and services for the City.
- Knowledge of the grades, qualities, supply sources and market factors of commodity categories frequently required by departments in the area of assignment.
- Knowledge of elementary bookkeeping methods in the keeping of accurate and systematic clerical tasks.
- Ability to obtain and interpret pricing trends and to apply such interpretations to procurement problems.
- Ability to establish and maintain effective working relationships with fellow employees and the general public.
- Ability to read and interpret documents and prepare written reports and correspondence.
- Computer skills in word processing, database, spreadsheets and using computer scanning equipment.

Minimum Qualifications:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required.

- High school diploma or equivalent; Associate Degree in related field is preferred.
- Employee must have five (5) years advanced clerical experience with the ability to type 35 CWPM.
- Minimum of one (1) year purchasing experience.
- Must be bondable.

A comparable amount of training or related experience may be substituted for the minimum qualifications.

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.

While performing the duties of this job, the employee is frequently required to stand; walk, sit; use eyes, hands and fingers to handle or feel objects, tools or controls; reach with hands and arms; climb or balance, stoop, kneel, crouch, or crawl; talk or hear; and taste or smell. The employee must frequently lift and/or move up to 25 pounds, and occasionally lift up to 50 pounds.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

While performing the duties of this job, the employee occasionally works near moving mechanical parts. The noise level in the work environment is usually moderate.



FINANCE DEPARTMENT

ACCOUNTING SPECIALIST

Salary Grade: 14
Department: Finance
Reports To: Director of Finance
Approved By: City Manager _____ Date: _____

Summary:

This is a technical position in the Finance Department. This position involves professional work performing detailed accounting operations within the finance and utility billing operations. Work is performed under the direction of the Finance Director, however, is expected to exercise considerable initiative and independent judgment and must be able to work with limited supervision. The employee is responsible for preparing invoices, bills, journal entries, gathering supporting documentation and tracking revenues/expenditures.

Essential Duties and Responsibilities:

The duties listed below are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Perform utility billing accounting functions including, but not limited to, prepare utility bills and review for exceptions prior to mailings; provide notice to customers of rate and other account changes; approve and post utility account adjustments and maintain files related to utility billing accounting process.
- Review, post and reconcile daily cash receipt batches to bank deposits.
- Review, reconcile and transfer utility deposits and process deposit refunds.
- Review, record, and post delinquent accounts; routinely remit delinquent accounts to collections and acts as liaison between Credit/Collection Agency and Utility Billing Department.
- Review, approve and maintain senior citizen discount applications.
- Assist with utility billing policy manual updates.
- Trouble-shoot utility software problems, review for updates and processing improvements.
- Performs a variety of accounting tasks involved in maintaining financial records and processing related data such as invoicing, state reports and other documents; monitoring and reconciling accounts with financial statements.
- Analyze financial information and data in order to prepare financial reports and memos reflecting various information and data for use by management.
- Obtain and secure supporting documentation and approvals for processing of payment or invoicing as required; enter payables, balance and post invoice batches and maintain accounts payable records; performs calculations to determine appropriate processing schedules and amounts, and makes modifications as required.
- Perform due diligence in order to locate payees of returned refund checks and report remaining checks to State of Florida annually.

- Maintain petty cash.
- Serves as back-up to Customer Service Representatives and Finance, as needed.
- Perform other related duties as directed by the Director of Finance or City Manager.

Knowledge, Skills, and Abilities:

- Knowledge of customer application procedures, collections and consumer billing.
- Knowledge of modern office practices, machines, and equipment, especially as they apply to procedures within a public utility office.
- Knowledge of accepted principles of supervision, employee relations and public relations.
- Knowledge of the laws, rules, and regulations relating to financial and public records as related to utility billing.
- Ability to assign and review the work of subordinates and provide proper instruction.
- Ability to analyze workflow procedures and recommend needed improvements.
- Ability to participate in office activities in various sections to assure uninterrupted flow of workload.
- Ability to understand and implement oral and written instructions, gather information and reports, keep office records.
- Ability to make mathematical calculations with reasonable speed and accuracy.
- Ability to establish and maintain effective working relations with fellow employees, City officials, and the general public.

Minimum Qualifications:

- Associates Degree in Accounting or related field. A Bachelor's Degree is preferred.
- Minimum of five years experience in accounting functions. Governmental experience is preferred.
- Proficient typing/computer skills at minimum of 45 cwpm.
- Good organizational skills and ability to prioritize.
- Must be bondable.

A comparable amount of training, education or experience may be substituted for certain minimum qualification requirements.

Physical Demands:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential function of the job.

Work is performed in an office or conference room setting. Work requires some exertion such as crouching, bending, stooping and reaching; and lifting of light to moderately heavy items. Work requires average physical agility and dexterity.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

The noise level in the work environment is usually moderate.



PUBLIC WORKS

UTILITY SERVICES SPECIALIST

Salary Grade: 09
Department: Public Works Department
Division: Street
Reports To: Public Works Director
Approved By: City Manager _____ Date: _____

Summary:

This position is responsible for clerical support to the Public Works Department and entering all water meter data into system. The projects/tasks are highly varied, complex and demand significant attention to detail and accuracy. Employee must have strong organizational, documentation and customer service skills. This position is a highly exposed position as the first line of contact for all visitors to the Public Works Department. This position works under the supervision of the Public Works Director, however, is expected to exercise considerable initiative and independent judgment and must be able to work with limited supervision.

Essential Duties and Responsibilities:

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)

- Responsible for all aspects of meter reading and meter data entry including but not limited to: exporting and importing data into computer systems; trouble shooting software; coordinating meter technicians to ensure meters are read in a timely manner; proofing all collected data and maintain all associated reports, and relay information to the Utility Billing Department in a timely matter.
- Assists Public Works staff with typing forms, letters and other correspondences. Help with coordinating department work flow as directed by supervisors.
- First responder to multi-line phone system; answers inquiries from the staff and public; performs two-way radio communication with other city departments.
- Receives and distributes information between Public Works Department employees and other city personnel; receives complaints and forwards to appropriate personnel.
- Transmits orders and instructions from supervisors/management to other personnel.
- Initiates, tracks, and maintains records on all Sunshine State One Call locate requests.
- Prepare and maintains all Public Works records, reports, worker orders, files, office supply inventory and closes daily service request as directed.
- Collects money and maintains a daily cash log/register.
- Performs other duties as required.

Skills and Abilities:

- Knowledge in business English, spelling, punctuation, and simple math.
- Knowledge of modern office practices and procedures.
- Knowledge of the responsibilities and nature of staff assistant work.
- Knowledge of personnel policies, department rules, regulations, procedures, and functions and ability to apply these to complex work problems and situations.

- Proficiency in the use of standard office machines, computers, and communications equipment.
- Possess excellent communications skills in working with the public, city management, and other city employees.
- Ability to deal with non-routine matters independently.
- Ability to keep records and reference files.
- Ability to operate two-way radio.

Minimum Qualifications:

- High school diploma or equivalent; Associate Degree in related field is preferred
- Must have three (3) years experience in responsible clerical/receptionist positions.
- Ability to type 35 CWPM.

A comparable amount of training or experience may be substituted for the minimum qualifications.

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.

While performing the duties of this job, the employee frequently works with various office equipment; the employee is regularly required to stand, walk, use hands or fingers to feel objects, tools or controls, reach with hands and arms, and taste or smell. The employee regularly required to sit, stoop, kneel, crouch or crawl and talk or hear.

The employee must frequently lift and/or move up to 25 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually minimal.



FINANCE DEPARTMENT

CUSTOMER SERVICE SUPERVISOR

Salary Grade: 10
Department: Finance
Reports To: Director of Finance
Approved By: City Manager _____ Date: _____

Summary:

This is a technical supervisory position for front office, day-to-day activities under the supervision of the Director of Finance, however, is expected to exercise considerable initiative and independent judgment and must be able to work with limited supervision. This position oversees all functions related to customer service within the Utility Billing Division and supervises two Customer Service Representatives.

Essential Duties and Responsibilities:

The duties listed below are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Perform and oversee all utility billing functions including, but not limited to, processing connect, disconnect, and utility service work orders; calculate adjustments; process disconnects for non-payment; assist customers in person, via telephone or email with concerns/questions.
- Assist Director of Finance with installing annual upgrades of billing software and confirms successful compatibility.
- Resolves customer complaints or inquiries.
- Supervises front office day-to-day activities under the direct supervision of the Director of Finance.
- Serves as backup to utility billing functions to the Accounting Specialist.
- Perform other related duties as directed by the Director of Finance or City Manager.

Knowledge, Skills, and Abilities:

- Knowledge of customer application procedures, collections and consumer billing.
- Knowledge of modern office practices, machines, and equipment, especially as they apply to procedures within a public utility office.
- Knowledge of accepted principles of supervision, employee relations and public relations.
- Knowledge of the laws, rules, and regulations relating to financial and public records as related to utility billing.
- Ability to assign and review the work of subordinates and provide proper instruction.
- Ability to analyze workflow procedures and recommend needed improvements.
- Ability to participate in office activities in various sections to assure uninterrupted flow of workload.
- Ability to understand and implement oral and written instructions, gather information and reports, keep office records.
- Ability to make mathematical calculations with reasonable speed and accuracy.

- Ability to establish and maintain effective working relations with fellow employees, City officials, and the general public.

Minimum Qualifications:

- High school diploma or equivalent; Associates Degree in Accounting or related field preferred.
- Minimum of five years experience in accounting functions, two of which should be at supervisory level. Governmental experience is preferred.
- Proficient typing/computer skills at minimum of 45 cwpm.
- Good organizational skills and ability to prioritize.
- Must be bondable.

A comparable amount of training, education or experience may be substituted for certain minimum qualification requirements.

Physical Demands:

The physical demands described are representative of those that must be met by an employee to successfully perform the essential function of the job.

Work is performed in an office or conference room setting. Work requires some exertion such as crouching, bending, stooping and reaching; and lifting of light to moderately heavy items. Work requires average physical agility and dexterity.

Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. The noise level in the work environment is usually moderate.