



Job Description

JOB TITLE: Utility Coordinator (Under Review)

DEPARTMENT: Finance

SUPERVISOR'S TITLE: Director of Financial Services/Treasurer

SUPERVISES: DIRECTLY: None
INDIRECTLY: Contracted services as assigned

JOB DESCRIPTION DATE: June 2022

POSITION SUMMARY

This position, reporting to the Director of Finance / Treasurer, is responsible to provide administration and administrative support services to the Director of Finance/Treasurer as well as Director of Development and Operations as it relates to Utilities. Supports the enforcement of applicable policies and by-laws relating to Utilities, provide information to Finance and public as well as other levels of government, on municipal policies, programs, services, and regulations.

DUTIES AND RESPONSIBILITIES

Utilities:

1. Generate bi-monthly utility billing, adjustments, and monitoring utility billing for accuracy, deficiencies and any irregularities observed, investigating questionable utility billing.
2. Month end Water/Sewer reconciliations and balancing to the General Ledger.
3. Customer service by phone, email and addressing counter inquiries in person. Respond to and investigate customer concerns.
4. Monitor the aging of delinquent accounts. Identify and initiate Collection

actions of overdue accounts - include delivering notices according to water/sewer collection policy and disconnecting services or transferring unpaid amounts to taxes.

5. Liaison with Utility Supervisor and Utility Labourers with all associated duties regarding Water Meters / Water Main Breaks / work orders etc.
6. Working with residents to locate any leaks with education and monitoring using Sensus Analytics Hourly reads.
7. Meter investigations conducted daily based upon analysis provided by meter software; Meter Insight (orphan, stale, unknown radio, no read available, almost stale etc. Investigations into Meter alarms: Continuous flow, high flow, meter communications failures and reverse flow.
8. Coordinate and complete requests from lawyers and property owners for final meter reading for house closings.
9. Maintenance of meter reading equipment/meter reading software, and liaison with meter reading vendor, coordinating upgrades to software equipment.
10. Schedules and organizes utility billing functions to ensure accurate invoicing requirements (ie update new rates in Keystone).
11. Updates and reports historical water/sewer consumption as it pertains to raw water and billed water usage. Providing data to Director of Development and Operations and the Town contract Engineering Firm.
12. Keeping water/sewer page on Town's website current and relevant. Releasing news articles and general notices with Communication Coordinator.
13. Working with involved parties, researching, and creating new policies and procedures that assist with smoother operations for Utilities.
14. Maintaining the Town's Backflow prevention By-Law. Maintaining required documents at Town Hall.
15. Report any challenges to completing assigned duties to the Supervisor.

Finance:

1. Providing estimated water and sewer revenues and expenses at budget time for future years to assist with budgeting and long-term capital plans.
2. Responsible for Utilities Operating and Capital budget procurement -

obtaining quotes / purchases within the budget. Responsible for RFP and Tender requested duties ie. Creating RFP/tender, assisting with correspondence.

3. Coding invoices and assigning General Ledger account number for payables.
4. Providing year end audit documentation for Interim Audit internal control testing and for Final Audit review, including providing statistical data required for completion of the annual Financial Information Return (FIR).
5. Processing banking payment uploads with online payments.
6. Invoicing in General Receivables fees/charges, Utility Agreements, Sewer Surcharge billing and required weekly meter reading reports to support the surcharge calculations.
7. Back up to Tax Coordinator as needed.
8. Assist Finance department with other duties as assigned.

QUALIFICATIONS AND EXPERIENCE

1. Two-year Community College diploma in public administration or equivalent in Municipal Administrations, and /or General Accounting.
2. Two years relevant experience in municipal administration, including Utility and administration responsibilities.
3. Sound knowledge of municipal administration with specific knowledge of municipal water system administration.
4. Proven organizational and time management skills to manage competing priorities and demands.
5. Knowledge of by-laws, related legislation and regulations as they may apply to municipal administration and municipal water systems.
6. Excellent administrative, interpersonal, organizational, time management and employee relations skills.
7. Ability to multi-task, cope with interruptions and work under pressure to meet deadlines.
8. Analytical skills to identify and recommend solutions.

SKILLS

- Flexibility and ability to deal with issues, from simple to complex
- Willingness to provide support to the Finance Department, ensuring the functions of the position are performed at a high level of quality and professionalism.
- Value of integrity, fairness, honesty and uncompromising ethics.
- Proficiency with Microsoft Works, Excel, Keystone, Sensus Analytics applications.
- Strong customer contact, oral and written communications skills.
- Ability to respect sensitive information and maintain confidentiality of records.
- Ability to work irregular hours to accommodate billing deadlines if necessary.
- Ability to operate in an environment with a variety of changing priorities, with constant interruptions.
- Ability to communicate in a calm professional manner under pressure.
- Ability to multi-task in a fast paced, detailed-orientated environment.
- Ability to demonstrate tact and discretion in handling confidential matters; respect sensitive information and maintain confidentiality.
- Valid Driver's License and personal vehicle to use when required.

Criminal Reference Check:

Provision of a clear criminal record check is a condition of employment.

Working Conditions:

- Normal working hours are 35 hours per week based on Monday to Friday 8:30 am to 4:30 pm.
- Physical demands require visual concentration, moderate sitting, standing, computer usage and lifting of office supplies as required.
- Location of position is Town Hall.
- Ability to work overtime as assigned.

This position is Grade 8. The 2022 hourly rate is \$32.96 to \$37.47 (Under Review).