City of Chesapeake

Class Title: Utility Office Supervisor

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<tr>
<th>Position Code: 3330</th>
<th>FLSA Status: Exempt</th>
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<tr>
<td>Pay Code: 2</td>
<td>EEO Category: 3</td>
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**GENERAL DESCRIPTION OF CLASS**

The purpose of the class is to supervise staff and oversee utility service account activities. The class is responsible for staff supervision, planning, customer service, billing, policy, training, and reporting. The class works within broad policy and organizational guidelines; independently plans and implements projects; reports progress of major activities through periodic meetings.

**TYPICAL TASKS**

- Supervises staff, including selecting or recommending selection, training, evaluating work, counseling, disciplining, and terminating or recommending termination.
- Plans, coordinates, assigns, and reviews work of clerical personnel engaged in applications for new water service, water billing, account posting, bill collection, depositing of funds, and record keeping.
- Oversees work of service mechanics and helpers engaged in customer service, water and sewer inspection, and delinquent account activities.
- Assigns account numbers to new water and sewer accounts; oversees accurate and timely reading of water meters to ensure proper billing.
- Interacts with various municipalities including Information Technology, Treasurer’s Office, City Attorney’s Office, and City Manager’s Office.
- Develops and prepares budget for area of responsibility; oversees and approves expenditures; prepares financial forms and reports.
- Researches, analyzes, evaluates, and resolves customer, employee, billing, and field problems; ensures compliance with departmental customer service standards by staff.
- Performs field investigations as needed; investigates accidents for area of responsibility; ensures compliance with departmental safety guidelines by staff.
- Maintains record system for assigned area; reviews/processes daily paperwork including reports, memos, requisitions, and personnel information.
- Gathers and maintains information to support periodic and special reports documenting activities for area of responsibility.
- Attends or conducts staff and other professional meetings to exchange information and resolve problems/ issues.
- Performs other related duties as assigned.

**GENERAL STANDARDS**

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<tr>
<th>Data Involvement</th>
<th>Coordinates or determines time, place or sequence of operations or activities based on analysis of data or information and may implement and report on operations and activities.</th>
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<tr>
<td>Interpersonal/People Involvement</td>
<td>Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.</td>
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<td>Reasoning Requirements</td>
<td>Performs coordinating work involving guidelines and rules but solves problems constantly.</td>
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<td>Mathematical Requirements</td>
<td>Uses mathematics involving the practical application of fractions, percentages, ratios, and proportions or measurements; may use algebraic solutions of equations and inequalities, descriptive statistics, deductive geometry, plane and solid, and rectangular coordinates, or mathematical classifications or schemes.</td>
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<tr>
<td>Language Requirements</td>
<td>Reads technical instructions, procedures manuals, and charts to solve practical problems.</td>
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problems; composes routine and specialized reports, forms, and business letters; speaks informally to groups of coworkers, staff in other organizational agencies, general public, people in other organizations, and presents training.

**Mental Requirements**
Performs professional level work requiring the application of principles and practices of a wide range of administrative, technical, or managerial methods in the solution of administrative or technical problems; applies general understanding of operating policies and procedures to solve complex administrative problems; requires continuous, close attention for accurate results or frequent exposure to unusual pressure.

**Decisions/Supervisory Control**
Directs actions of others, making decisions almost constantly, affecting coworkers, customers, and others in the general public.

### EDUCATION, EXPERIENCE AND SPECIAL REQUIREMENTS

**Vocational/Educational Requirement**
Requires a bachelor’s degree or any equivalent combination of education and experience in business management, business administration, accounting, or a closely related field.

**Experience**
In addition to satisfying the vocational/education standards, this class requires a minimum of four years of full-time equivalent experience.

**Special Certifications and Licenses**
Requires a valid driver’s license and a driving record that is in compliance with City Driving Standards.

### AMERICANS WITH DISABILITIES ACT (ADA) REQUIREMENTS
The City of Chesapeake is an Equal Opportunity Employer. ADA requires the City to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

*This is a class specification and not an individual position description. A class specification defines the general character and scope of duties and responsibilities of all positions in a job classification, but is not intended to describe and does not necessarily list the essential job functions for a given position in a classification.*