

SENIOR UTILITY BILLING ANALYST

DEFINITION

To plan, organize, review and supervise the work of assigned personnel performing complex analytical and technical duties in support of utility financial systems including the application of business and technology solutions to improve and enhance business systems and applications; and to perform a variety of technical tasks relative to assigned area of responsibility.

DISTINGUISHING CHARACTERISTICS

This is the advanced journey level class in the Utility Billing Analyst series. Positions at this level are distinguished from other classes within the series by the greater level of responsibility assumed, complexity of duties assigned, independence of action taken and by the nature, scope and impact of the public contact made. Employees perform the most difficult and responsible types of duties assigned to classes within this series, including providing direct supervision over assigned personnel and perform complex professional analytical work in support of internal and external customers.

SUPERVISION RECEIVED AND EXERCISED

Receives direction from assigned management or supervisory personnel.

Exercises direct supervision over lower level professional, technical and administrative support personnel.

EXAMPLES OF ESSENTIAL DUTIES - Duties may include, but are not limited to, the following:

Plan, prioritize, and review the work of professional, technical and administrative staff assigned to provide utility financial system support.

Develop schedules and methods to accomplish assignments ensuring work is completed in a timely and efficient manner.

Provide direct supervision over professional, technical and administrative staff including assigning, directing, training and evaluating subordinate staff; perform evaluations and recommend discipline.

Maintain and modify complex system table configurations to support on-going business needs; design and develop customer reports to support and enhance business needs and the use of enterprise applications.

Supervise and participate in projects to examine, define and modify business processes; serve as technical resource for the planning and execution of projects; plan and participate in the testing of new and/or modified systems.

Troubleshoot and resolve complex application software problems and issues for business unit applications; collaborate with Information Technology staff on system issues.

Perform complex financial analyses of utility information; assist with general accounting duties including balancing financial transactions, assisting with budget preparation, and performing data collection for the production of financial reports.

Design, develop and prepare financial and statistical reports as required by City Council, management and outside agencies.

Perform financial analysis and provide technical support in the building, development, testing and application of utility rates.

Provide technical support and training to users; document business application solutions to meet business requirements.

Answer questions and provide information to the public, via telephone, e-mail, and written correspondence; investigate complaints and recommend corrective action as necessary to resolve complaint.

Build and maintain positive working relationships with co-workers, other City employees and the public using principles of good customer service.

Perform related duties as assigned.

MIMIMUM QUALIFICATIONS

Knowledge of:

Advanced data analysis and research methods.

Principles of data management.

Methods for financial recordkeeping and general ledger reconciliation.

Advanced troubleshooting techniques as it relates to enterprise business applications.

Principles and practices of project management.

Principles and practices of business analysis including requirements analysis and solutions assessment.

Methods and techniques for application development and integration.

Principles of data retrieval and reporting.

Modern office equipment and methods including use of computer applications in word processing, spreadsheet, database, and graphic presentation.

Automated accounting and information systems.

Statistical research and analysis techniques.

Principles and practices of supervision, training, and performance evaluation.

Principles of budget monitoring.

Ability to:

Organize, implement, supervise and perform the more complex duties in the support of utility financial systems including the application of business and technology solutions to improve and enhance business systems and applications

On a continuous basis, know and understand all aspects of the job. Intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and apply applicable Federal, State and local laws, codes and regulations.

Apply accounting principles to the analysis of financial and accounting transactions and audit of financial records.

Exercise sound independent judgment and initiative.

Research, analyze and resolve technical administrative issues.

Analyze large and complex sets of data.

Analyze, evaluate and integrate business and/or systems processes and procedures to improve current practices and develop effective solutions.

Supervise, train, and evaluate assigned personnel.

Work with and maintain the confidentiality of information.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training

Experience:

Two years of responsible experience performing duties similar to that of a Utility Billing Analyst II with the City of Roseville.

AND

Training:

A Bachelor's degree from an accredited college or university, preferably in business administration, public administration, computer science, finance or a related field.

License or Certificate:

Possession of a valid California driver's license by date of appointment.

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