

**Position: Business Services Administrator**

**Hiring Range:** $54,805 - $65,621 (Annual)

**Type:** Full Time

**FLSA:** Exempt

**Work Schedule:** Monday – Thursday

**Job Location:** Safford, Arizona

**Opening Date:** January 16, 2019

**Closing Date:** Open Until Filled (First interviews will begin 2-6-19)

**Summary:** Provides highly complex staff assistance in management of revenue and customer service functions within the Finance Department. Plans organizes and supervises the activities in the Business and Citizen Services areas. Independently performs professional-level administrative duties involving research, analysis, and reporting in support of the Finance Director and Business Services Department.

Essential Job Functions**:** *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following tasks, knowledge, skills and other characteristics. The list that follows is not intended as a comprehensive list; it is intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed, and may be required to perform additional, position-specific tasks.*

* Plans, organizes, and supervises the daily operations, activities, and staff included in the divisions of Business and Citizen Services.
* Plans, directs and supervises departmental processes, including accounts receivable, revenue recovery, municipal billing, fiscal reporting and research.
* Develop and implement a Customer Service training program for Finance staff to provide exceptional customer service to our internal and external customers providing all customers with a positive and friendly experience.
* Participates in the preparation and management of various components of the City’s Comprehensive Annual Financial Report related to the area of supervision.
* Assists the Finance Director in the development of departmental policies and procedures.  Explains and recommends changes in departmental policies and procedures in accordance to changes in Arizona Revised Statutes.
* Develops complex financial reports and studies to provide accurate revenue collection information to senior management and department managers.
* Performs professional-level administrative duties to include research, analysis, and reporting on all aspects of utility billing requested by the Finance Director and other departments.
* Prepares financial data needed to evaluate utility rates, fees and charges. Assist Finance with developing recommendations for changes in rates and fees utilizing rate scenarios.
* Implement changes to rates and fees according to Arizona Revised Statutes.
* Maintains billing codes from City resolutions to ensure integrity of customer billing and payments; and troubleshoots issues for correction. Responsible for managing customer billing disputes and customer inquiries.
* Trains, supervises, and evaluates the work performance of assigned staff. Assures effective communication with staff to discuss and resolve workload and technical issues; develops goals and priorities; inspects work in progress. Assures projects are completed in compliance with codes, specifications, standards and time schedules.
* Assists in the development of department budgets for Business and Citizen Services. Makes recommendations and purchases parts, supplies, materials and equipment.
* Performs other related duties as assigned.

**MINIMUM QUALIFICATIONS**

**Required Knowledge and Skills:**

* Knowledge of the general principles, practices and functions of municipal administration, budgeting, finance, structure and business services.
* Knowledge and skills of accounting, auditing and internal control theory and practices; research and statistical methods and techniques including financial automated systems.
* Knowledge of principles, practices, and methods of management and supervision, including skills in effectively supervising, leading, and delegating tasks and authority.
* Knowledge of City utility rate structures, policies, procedures, and regulations pertaining to utility billing and charges.
* Knowledge of interpersonal skills using tact, patience, and courtesy.
* Skill in applying and enforcing positive customer service skills
* Skill in interpreting and applying rules, regulations, policies, and procedures.
* Skill in operating computers and software applications including advanced skills in Microsoft Office Applications.
* Skill in working independently and use of independent judgment and initiative in making difficult, technical decisions with little direction.
* Skill in following and effectively communicating verbal and written instructions. Skill in establishing and maintaining effective working relationships with others.
* Skill in cost analysis and statistical analysis to include presentation of data and findings.

**Education, Experience, Certifications and Licenses:**

* Bachelor’s Degree in Business, Public Administration, Finance, Accounting or a similarly related field; plus
* Five (5) years of work experience in business, governmental accounting, budgeting, or a related field, with a minimum of 2 of those years being in a supervisory capacity.
* OR an equivalent combination of training and experience that provides the required knowledge and skills.

**Environmental Factors and Conditions/Physical Requirements:**

* Work is performed in either an indoor/outdoor environment, subject to distraction from customers and visitors.
* Subject to standing and/or sitting for extended periods of time, walking, bending, reaching, kneeling, pushing and pulling, climbing, stooping and occasional lifting of objects up to 30 pounds.

The City of Safford fingerprints all applicants selected for hire to evaluate the fitness of prospective employees.

**PLEASE APPLY ONLINE AT**: [www.cityofsafford.us/jobs](http://www.cityofsafford.us/jobs)