

## **BUSINESS MANAGER – DEPARTMENT OF PUBLIC WORKS**

### **Definition:**

Confidential Employee providing administrative, professional and supervisory work while assisting the Superintendent of Public Works in the planning and managing of the overall operation of the Department of Public Works including payroll, accounts payable, accounts receivable, data entry and overseeing Department human resources. Responsible for ensuring organizational effectiveness by providing leadership for financial functions. Contributes to the development and implementation of Department strategies, policies and practices as a member of the management team. May represent the DPW at the request of or in the absence of the Superintendent; all other related work as required.

### **Supervision:**

Works independently under the general direction of the Superintendent of Public Works.

Performs responsible functions requiring the use of independent thinking and judgment, includes complex decision making as well as a full understanding of municipal utility accounting.

### **Job Environment:**

Promotes a work environment that encourages positive energy, high morale and teamwork among co-workers.

Most work is performed under typical office conditions: some work is performed under varying weather conditions and at various DPW facilities.

Performs a variety of administrative duties requiring the exercise of considerable judgment, a broad knowledge of Department operations and the ability to work with numerous interruptions.

In a typical workday has contact with employees, vendors, contractors, local businesses, federal and state agencies, other town departments and the general public.

Errors in administrative decisions could result in legal and financial repercussions, loss of revenue, administrative problems and adverse public reaction.

### **Essential Functions:**

*(The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.)*

Interact with co-workers to ensure Departmental goals are met; policies are implemented and adhered to, support information flow from all divisions; set a professional example by showing leadership qualities.

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Responsible for the day-to-day administrative operations of the Department.

Responsible for direct supervision of one fulltime office clerk and day-to-day supervision of other public work employees as directed by the Superintendent.

Oversee Department financial management while directing day to day processing of accounts receivable and accounts payable.

Manage Department purchase orders and conduct all Department banking.

Assist in the development, review and procurement of Requests for Proposals, Requests for Qualifications, Bid Documents, consultant agreements, and construction contracts; coordinate information requirements, schedules and deadlines with regard to assigned projects and provide information and answer questions relative to project status, including work progress and budgetary matters.

Manage the utility billing systems (water, sewer and stormwater). Oversee timely billing of commercial and residential accounts. Providing training and coaching for users; manage interactions with the Treasurer's Office and the Finance Department relating to utility billing and providing technical support. Act as a liaison between utility billing system users and customers and Water and Sewer Division staff; analyze user and management needs and recommend and develop system solutions; participate in long-term planning and strategy processes with regard to utility billing; and evaluate and endeavor to continually improve the functioning and capability of the utility billing system.

Coordinate with Finance Manager, Assessor, Tax Collector to process water and sewer liens and shut offs. Communicate with office staff, co-workers, customers, government officials, consultants and vendors while conforming to all regulation and policies.

Assist with posting and screening potential DPW personnel. Train and supervise office staff. Provide leadership and direction to personnel.

Assist the Superintendent with personnel matters including grievances, collective bargaining and management of personnel files requiring access to confidential information. Also assist the Superintendent of Public Works with administering Public Works projects. Perform the administrative duties of the Superintendent in the absence of the Superintendent.

Review complaints, questions and requests for information and services from citizens, contractors, utilities and other Town departments; prepare miscellaneous reports and forms by developing and compiling data for special or recurring reports for regulatory agencies such as EPA or DEP; attend meetings of boards and commissions; and perform other related duties as required.

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Assist in preparing annual Department operating and capital budgets; analyze and project labor, material, and service costs, major equipment replacement and special project needs.

Monitor monthly budget expenditures for potential deficits and prepare requests for transfer of funds, if needed. Assist Division Foremen in obtaining information from financial management information reports. Reconcile monthly activity and fiscal year end reporting.

Administer payroll including bi-weekly payroll submission and tabulation and reporting of accrued employee benefits.

Process vehicular accident reports, incident reports and worker compensation claims. Interact with Towns' insurance companies.

Responsible for the timely purchase of transfer station vehicle permits, tracking and reporting sale of permits.

Arrange and oversee annual Department inspections of fire alarms, fire extinguishers, HVAC, fuel pumps, fuel tanks, etc.

Manage and trouble shoot Department information technology equipment including computers, cell phones, printers, etc.

Perform similar or related work as required or as situation dictates.

**Recommended Minimum Qualifications:**

**Education and Experience**

Bachelor's Degree of Science in Business Administration or related degree; over five years experience in a municipal environment, preferably supervisory; or any equivalent combination of education and experience.

**Special Requirements**

Valid Class D Motor Vehicle Operators License

**Knowledge, Ability and Skill**

Knowledge: This position requires a minimum of five years experience and knowledge in business management and municipal accounting.

Ability: Must have ability to maintain confidential information. Ability to prioritize work, organize time, work independently and accomplish tasks despite frequent interruptions. Ability to establish and maintain effective working relationships with co-workers, Superintendent, other department heads, officials and the public. Must have the ability to look at situations from several points of view and possess a high comfort level working in a diverse environment.

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Skill: Requires excellent customer service skills and must be able to resolve customer disputes. Must possess excellent verbal, written communication and supervisory skills. Computer skills required for completing billing, collections and payroll.