



CLASS TITLE | UTILITIES SYSTEMS MANAGER

PAY GRADE: IS-48| www.cityoftulsa.org/pay

Class Code: 1255

Effective Date : 07/01/2023

PURPOSE OF THE CLASSIFICATION: Under direction performs professional systems work and manages the activities of a Finance operations unit in the Utilities Services section to ensure cost-efficient, prompt and quality customer services; and performs other related assigned duties.

ESSENTIAL TASKS:

- Manages utility account activities and related staff services to include credit/collections, billing, customer services and systems support, personal, new tap, stormwater and specialized sewer
- Performs complex system analysis, design, tests, evaluation, identifies/resolves problems and/or makes recommendations and implements procedures to ensure financial data integrity
- Manages various contracts, related e-business payment options and reports to ensure compliance
- Participates in cross functional teams to provide technical/accounting expertise and improve workflow and communication with other divisions/departments
- Queries systems to provide management information and obtain source/test data
- Conducts independent technical systems study and researches technology advancements and/or alternatives, providing recommendations, findings and reports
- Audits systems and prepares specifications for scheduled reports to support audit, revenue assurance and customer service objectives
- Participates in divisional objectives development
- Prepares regular status reports
- Coordinates projects, including scope definition, critical path analysis, instructing, directing and channeling work to maximize production and results
 - Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet the following criteria per Personnel Policies and Procedures, Section 100:

- a) Graduation from an accredited college or university with a bachelor's degree in accounting, business administration, finance, information systems, or a related field; and,
- b) Seven (7) years of progressively responsible experience in accounting operations management or systems analysis, including;
- c) Proven management and/or supervisory experience.
- d) A Certified Public Accountant (CPA) certification or a master's degree in accounting, business administration, finance, information systems or a related field is *preferred*.

Knowledge, Abilities and Skills:

Knowledge of:

- Comprehensive knowledge of the principles, practices, and methods of accounting with particular reference to cost analysis and governmental accounting
- Considerable knowledge of project management procedures, practices and equipment as applied to accounting operations
- Considerable knowledge of auditing procedures and practices
- Considerable knowledge of budget preparation and monitoring procedures
- Considerable knowledge of data processing applications and use potential
- Working knowledge of methods and techniques used in project management and systems analysis.

Ability to:



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- Analyze and interpret fiscal and accounting records and to prepare accurate and complete financial statements and reports
- Supervise and review the work of technical employees
- Supervise and participate in both internal and external audits
- Prepare and monitor a large complex budget
- Design, test, evaluate and analyze complex accounting systems/programs
- Understand and influence the behavior of others within the organization, customers or the public in order to achieve job objectives and cause action or understanding.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard, 10-key, and telephone; occasional lifting up to 20 pounds; occasional carrying up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, and handling; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates:

- a) None.

WORKING ENVIRONMENT: Working environment is primarily in an office setting; requires the use of a telephone and other office equipment.

EEO Code: E-02

Group: Fiscal

Series: Financial Management