



Job Description
Town of Westerly

Job Title:	Manager of Utilities and Maintenance								
FLSA:	Exempt	X	Non-Exempt		Union Status:	Union		Non-Union	X
Supervision Received:	Dir. Of Public Works				Supervision Exercised:	Departmental Staff			
Last Revision:	10/2016								

General Summary:

This position is responsible for overseeing all the office functions of the utilities department including both front-office and maintenance office as well as managing the collections program.

Essential Functions:

1. Manages, trains, develops and mentors departmental staff.
2. Ensures compliance with all regulations, guidelines, policies, procedures, and laws related to the operation of the water pumping equipment.
3. Collects delinquent accounts by making phone calls, sending letters, going door to door.
4. Provides customer service to residents by answering their questions regarding their bills.
5. Uses discretion when resolving complex billing issues or sensitive customer accounts.
6. Handles complex questions and issues that are referred by front office staff.
7. Manages the meter replacement program and coordinates with internal and external stakeholders to ensure meters are update to date and working efficiently
8. Assigns maintenance crew to jobs and directing the work of the maintenance staff.
9. Works with external stakeholders on new home and construction projects discussing fees, meters and water lines.

Other Functions:

1. Assists the Director of Public Works as necessary on a variety of other projects.
2. Attends trainings, seminars, conferences, boards, commission and council meetings as required.
3. Other related duties as assigned.

Education & Experience:

Education:

Bachelor's degree in business or public administration or closely related field.

Experience:

Three years of experience as an office manager or maintenance manager assigning the work of others. Experience must include high public contact and extensive customer service dealing with a variety of

issues.

Any equivalent combination of education, experience, or training that has prepared the incumbent to perform the essential duties of the position.

Knowledge, Skills & Abilities:

The position requires the following knowledge:

- Advanced knowledge in the practices and procedures of office and maintenance management.
- Working knowledge of the laws, regulations pertaining to bill collection and office and maintenance management.

This position requires the following skills:

- Expert customer service skills in identifying issues, empathizing with customers and using judgement and discretion in resolving customer issues.

This position requires the ability to:

- Identify office and maintenance issues and resolve them.
- Provide exceptional customer service.

Licenses & Certifications:

Possess a valid driver's license.

Special Requirements:

This position requires the following:

- A thorough background check.

Working Conditions & Environment:

<i>Physical Activities</i>	<i>Amount of Time</i>			
	None	<1/3	1/3 to 2/3	>2/3
Stand				x
Walk				x
Sit		X		
Use hands to finger, handle, or touch				x
Reach above shoulders			x	
Climb or balance			x	
Stoop, kneel, crouch, or crawl			x	
Talk or hear				x
Taste or smell			x	
Driving (including valid driver's license)			x	

<i>Lifting Requirements</i>		<i>Amount of Time</i>			
		None	<1/3	1/3 to 2/3	>2/3
Up to 10 pounds					x
Up to 25 pounds					x
Up to 50 pounds				X	
Up to 100 pounds			x		
More than 100 pounds			x		
<i>Noise Level in the Environment</i>					
	Very quiet		Quiet		
x	Moderate Noise		Loud Noise		
	Very Loud Noise				
<i>Environmental Conditions</i>		<i>Amount of Time</i>			
		None	<1/3	1/3 to 2/3	>2/3
Work near moving mechanical parts			x		
Work in high places		x			
Risk of electrical shock		x			
Risk of radiation		x			
Work in extreme weather conditions		x			
Exposure to blood or other body fluids		x			
Exposure to hazardous chemicals			x		
Vibration		x			
<i>Special Vision Requirements</i>					
	Close vision	x	Distance vision		
	Color vision	x	Peripheral vision		
x	Depth perception	x	Ability to adjust focus		

The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of the position.