

## City of Ironwood – Job Description

# **Water and Wastewater Utility Business Manager**

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**Salary Range:** \$60,000 - \$68,000

**Departments:** Water/Sewer/Finance

**Reports To:** City Manager and Finance Director/Treasurer

**Job Type:** Full-Time

**FLSA:** Exempt

**Bargaining Unit:** Non-Union

### **General Summary**

Under the supervision of the City Manager and Finance Director, the Water and Wastewater Utility Business Manager is responsible for overseeing all aspects of water and sewer utility operations, including billing, collections, public communications, and compliance with relevant regulations and reporting.

### **Essential Duties and Responsibilities**

An employee in this position may be called upon to perform any or all of the following (not all tasks may be listed):

#### **Accounts Receivable:**

1. Collect and post payments for utility bills, taxes, business licenses, building permits, and miscellaneous receivables.
2. Collect from delinquent utility accounts.
3. Enforce water service disconnection for non-payment.
4. Coordinate collections from funding agencies (SVDP, GOCAA, MDHS).
5. Monitor revenue and aging accounts receivable.

#### **Utility Billing**

1. Input account information into the utility billing system.
2. Download meter reading cycles and/or estimate meter readings.
3. Assess penalties for late payments.
4. Calculate, print, and mail utility bills.

#### **Service Call Scheduling**

1. Conduct final meter readings.
2. Turn water service on or off as required.
3. Investigate irregular water usage or disconnected meters.

#### **Other Duties**

1. Address various public concerns and water quality issues.
2. Collaborate with the Finance Director on various operational matters.
3. Coordinate water main flushing notifications and scheduling.
4. Communicate with plumbers and contractors regarding water and sewer issues.

5. Coordinate with realtors, landlords, and title companies regarding billing and service issues.
6. Work with select residents on the winter "let run" policy and address frozen water issues.
7. Develop and renew residential garbage/recycling contracts.
8. Develop and renew water meter reading contracts and hire meter readers.
9. Issue public notices regarding water, sewer, or garbage/recycling issues.
10. Act as a liaison between the utility department, the public, media, and regulatory agencies.
11. Monitor and address water theft issues.
12. Monitor and take corrective action for water loss.
13. Prepare and administer budgets, ensuring operations are within budgetary constraints.
14. Resolve residential garbage/recycling issues and act as a liaison with the contracted garbage/recycling company.
15. Supervise billing and collections, balance funds, and maintain records and reports for the department.
16. Supervise water and sewer personnel. Properly address water main breaks, sewer backups, and other emergency response issues.
17. Public Act 399-Required Reporting
  - a. Annual Report of Cross Connection Surveys
    - i. Conduct annual inspections at high-risk sites.
    - ii. Enforce installation and testing of backflow prevention devices where cross-connections exist.
    - iii. Conduct inspections at low-risk sites.
  - b. Annual Drinking Water Report of Ironwood Public Water Supply
    - i. Monitor and report all annual test results.
  - c. SARA Chlorine Gas Annual Report
    - i. Report on chlorine gas locations at the Pump Station and Big Springs Wellfield.
  - d. Lead Service Line Replacement Annual Report
    - i. Update the water service line inventory on the public/private side daily.
18. Wellhead Protection Plan – Michigan EGLE
  - a. Develop, draft, and implement the wellhead protection plan.
19. MISSDIG
  - a. Call in various locates and ensure Positive Response reporting is completed.
20. Seek grant funding and assist in the preparation of grant applications along with compliance and reporting requirements.
21. Assist with inventory management.
22. Review and approve purchase orders and invoices for the utility departments.

## **Minimum Qualifications for Employment**

- **Education and Experience:**

1. High school diploma or GED equivalent required.
2. Experience working with the public and in clerical/office settings required.
3. An associate or bachelor's degree in business administration, engineering, plumbing, or a related field preferred.
4. Michigan licensure as Class S2/D2 Water Operator is preferred. S3/D3 or S4/D4 licenses with goals of obtaining S2/D2 within 3 years is secondarily preferred.
5. A combination of experience and relevant education may be considered to supplement work experience.

- **Knowledge, Skills, and Abilities**

1. Skill in using computer systems, Microsoft applications (especially Word, Outlook, and Excel) and Adobe Acrobat.
2. Skill in analyzing information, data entry, attention to detail, confidentiality, general math skills, and knowledge of financial software. Experience with BS&A software is preferred.
3. Must be self-motivated and organized, with the ability to work independently without daily oversight.
4. Strong organizational skills, with a proven ability to meet deadlines and reporting requirements.
5. Superior verbal and written communication skills. The ability to produce written documents with clearly organized thoughts, proper sentence construction, grammar, and punctuation. Capable of communicating with individuals and groups face-to-face, on the phone, and via video conference.
6. Ability to establish and maintain cooperative working relationships.
7. Must maintain professionalism and confidentiality at all times.

*The qualifications listed above are intended to represent the minimum skills and experience levels associated with performing the duties and responsibilities contained in this job description. The qualifications should not be viewed as expressing absolute employment or promotional standards, but as general guidelines that should be considered along with other job-related selection or promotional criteria.*

## **Other Requirements**

1. A valid driver license, a satisfactory driving record, and the ability to maintain both throughout employment.

## **Physical Demands and Work Environment**

*The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions.*

While performing the duties of this job, the employee is regularly required to communicate with others in person and on the telephone. The employee is frequently required to create, type, and review computer documents, and sit for long periods at a computer. The employee may be required to travel to other locations, drive a car, and to stand; walk; use hands to handle, or feel; and reach with hands and arms. The employee is occasionally required to stoop, kneel, crouch, or crawl, and taste or smell. The employee must occasionally lift and/or move items of light to moderate weight. While performing duties of this job, the employee usually works in a business office setting. The noise level in the work environment is usually low, but can range from moderate to high depending on location.