



CONTROLLER
Accounting Department

Range: 66 (Exempt)
Salary:

JOB DEFINITION: Under administrative direction, to plan, organize, participate in, and otherwise direct the operations of both the Accounting and Customer Service Departments, and is responsible for the oversight and performance evaluation of each member of those departments; also provides back-up supervision to the Information Systems & Services and Administrative, Departments and other related work as assigned by the Finance Director.

REPORTS TO: Finance Director

DISTINGUISHED FROM LOWER RANGE POSITION(S):

This is the highest level that can be achieved within the Accounting Department and is a supervisory position; Finance Director is the highest financially related position within the Agency.

EXAMPLE OF DUTIES:

Duties assigned to this position include, but are not limited to: plans, organizes and directs the accounting activity of the Agency, including the implementation and monitoring of internal control procedures; analyzes records and reports for completeness and accuracy; supervises the functions of Accounts Receivable, Payroll, Purchasing, and Accounts Payable, and oversees the maintenance of related journals and subsidiary ledgers; researches, prepares and monitors annual budget information; analyzes financial records and statements to determine current and to forecast future financial positions and budget requirements; monitors receipt, and disbursement, banking, custody and safeguarding of Agency funds, securities, and other investment instruments; and performs other work as may be assigned. Is responsible for the administration of the Accounting, and Customer Service Departments, and provides back-up supervision to the Information Systems & Services and Administrative departments. Supervises the work of the Agency customer service supervisor, water meter readers, customer service representatives and assigned personnel; solves problems and answers questions related to meter reading and customer service; oversees customer high billing complaints, corrections of problems, follow-up and correspondence with the customer; supervises and coordinates meter reading schedule with Senior Customer Service representative; prepares annual budget for Customer Service Department; troubleshoots or supervises the troubleshooting of Itron meter reading devices and related software, and oversees the various functions assigned in conjunction with the Itron meter reading program.

QUALIFICATIONS:

Schooling: Bachelor's degree from a four-year college or institution with specialization in accounting, public or business administration, economics or closely related field.

Experience: Five years of increasingly responsible accounting or related experience, including at least two years of supervisory experience in public finance or accounting.

License(s): Possession of a valid driver's license issued by the California Department of Motor Vehicles for use in conjunction with the operation of Agency vehicles, with an acceptable driving record.

Knowledge of: Budgeting, accounting, and fiscal procedures and methods; financial analysis and research procedures; modern office methods and equipment, fundamentals of computer and other information processing equipment, its applications and potential; understanding of Agency ordinances, their interpretation, and applications to the water user; procedures and processes governing the receipt, custody and expenditure of Agency funds; ability to develop and maintain approved financial and accounting systems and procedures. General knowledge about domestic water operations, Agency billing and collection policy; principals of personnel supervision and training; Agency rules, regulations, policies, procedures and ordinances.

Ability: Work independently with little direction; understand and effectively carry out general oral and written instructions, and train and manage office staff toward a given objective; perform and direct budget, accounting, and fiscal procedures and policies; analyze and prepare into report form financial or other related data and draw logical conclusions for making fiscal recommendations; supervise personnel in customer service functions; understand and interpret a variety of customer service related problems; deal tactfully and effectively with the public in difficult situations; direct departmental staff toward the achievement of given objectives; analyze work activities and operational problems and make logical recommendations for resolve; establish and maintain cooperative and effective relationships with other employees, officials and the general public.

PHYSICAL REQUIREMENTS:

Climbing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Going up and down ladders, stepping stools, stairs

Bending: yes no **Frequency:** Continual Often Infrequently Never

Examples: Filing, picking up boxes, normal office range of motion

Lifting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Picking up boxes, picking up paper reams

Sedentary/sitting: yes no **Frequency:** Continual Often Infrequently Never

Examples: Sitting at desk, driving or riding in vehicles

Standing: yes no **Frequency:** Continual Often Infrequently Never

Examples: Standing on carpeted areas and on cement when in the Agency's vault area

Repetitive motion: yes no **Frequency:** Continual Often Infrequently Never

Examples: Operation of equipment such as computer keyboard, telephone, typewriter, etc.

WORK ENVIRONMENT:

Generally, work is within the Agency Operations Center in an environment where the temperature is controlled. The majority of the Accounting Department members work within an open space or in the confines of a cubicle. The Accounting Department is located off the Agency's lobby area, and the front counter at which customers and visitors are greeted is enclosed with bullet-deflecting acrylic sheeting. Lighting is overhead, and there is a music/paging system which is on and operating throughout the work day. There are a number of pieces of office equipment which operate within the confines of the Accounting area, including, but not limited to: telephones, main switchboard, computers, computer printers, calculators.

I have reviewed this Job Description with my Supervisor and received a copy.

Employee Signature

Date

Supervisor Signature

Date

The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.