



# City of Milford

## Cash Operations & Revenue Supervisor

Pay Grade: G12

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<b>Employment Status:</b>	Full- Time
<b>FLSA Status:</b>	Exempt
<b>Experience Required:</b>	At least five years progressive experience in a supervisory capacity in either of (1) a county or municipal government operating public utilities, or (2) a billing, customer service, cash/revenue management or accounting division of a private utility service company; comparable training and experience may be substituted for the minimum qualifications. NIMS (National Incident Management System) ICS-100, ICS-200, ICS-300 training; FEMA IS-700, FEMA IS-800 training; must pass pre-employment testing for substance abuse and criminal background; possession and retention of a valid motor vehicle operator's license issued by the State of Delaware is required.
<b>Minimum Education Requirements:</b>	Bachelor's degree in accounting, finance, economics, business management or related field
<b>Direct Supervisor:</b>	Finance Director
<b>Supervisory Responsibility:</b>	Staff of 8-12 full-time equivalent employees
<b>Primary Work Location:</b>	Office setting

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**Job Summary:** Supervise, plan, and coordinate the activities of a staff of 8-12 full-time equivalent employees to deliver excellence in customer service and execute a variety of accounting functions. Critical accounting functions include city-wide tax and utility revenue billing, accounts receivable and cash operations; bank reconciliations; internal and external utility consumption and revenue reporting; variance analysis; supporting the city-wide property tax and utility revenue forecasting and budgeting initiatives; leading interdepartmental utility budgeting and assisting in departmental overhead cost allocation.

Critical management functions include the development of team leadership representing the cash operations / service division and the tax and utility billing division; promote peer-to-peer cross training and development among all staff; scheduling and management of a flexible component of part-time and/or temporary staff required to meet seasonal operating requirements and special projects; utilization of information systems to implement data-driven performance indicators to inform operational decision-making and identify actionable opportunities to realize efficiencies.

Critical customer service initiatives include the development and implementation of policies and procedures to improve efficiency and accuracy among staff; the development of staff expertise and continuity through training, education, encouragement, coaching and rotational deliverables; the achievement of customer service excellence through clear, transparent communication, courteous treatment and professional interactions with residents and representatives of commercial and industrial customers.

The Cash Operations and Revenue Manager shall be committed to the mission, vision and values of the City and demonstrate such through ethical conduct, community stewardship, individual initiative and responsive service. The Cash Operations and Revenue Manager shall demonstrate leadership, management and technical skills through effective communication and collaboration, proper use of team resources, sound decision-making, personal accountability and responsibility.

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**City of Milford**  
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**Supervision Received:** Work is performed under the general supervision of the Finance Director.

**Essential Job Functions:**

An employee in this position may be called upon to do any or all of the following essential duties:

- A. Manage a variety of fiscal and accounting functions pertaining to areas such as general accounting, tax and utility revenue billing, accounts receivable, cash management/collections, overhead cost allocations.
- B. Supervises and evaluates assigned staff, addresses employee concerns, counsels, and disciplines.
- C. Completes performance appraisals.
- D. Coordinates professional development activities.
- E. Reports operating data and financial information in an accurate and timely manner.
- F. Prepare and provide internal and external operating and financial reports.
- G. Monitor departmental general ledger and budget.
- H. Conduct account review and analysis.
- I. Contribute to preparation of monthly bank reconciliations.
- J. Maintains and directs the maintenance of working and official department files, including archiving and retention of customer account records and data per policy.
- K. Attends meetings, conferences and training as required to stay abreast of new trends and innovations in the field of property tax and assessment administration, public utility management, finance, budget, accounting and other types of public services as they relate to the area of assignment; participate on special projects, committees, task forces and work groups as assigned.
- L. Performs other duties as assigned.

**Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA) for Employment**

An employee in this class must have the following knowledge, skills, and abilities upon application:

**Knowledge**

- Computer system applications related to municipal and public utility accounting, budgeting and finance as well as Microsoft Office
- Municipal programs, public utility and service delivery systems
- General principles of employee supervision as well as a commitment to learning and understanding the City of Milford Personnel Policy

**Skills**

- Analyze, evaluate and reconcile complex financial data to arrive at accurate conclusions and recommendations.
- Understand, interpret and apply laws, rules, regulations and ordinances and apply complex guidelines affecting the section activities; understand the implications of governmental accounting rules and regulations to inform the establishment and maintenance of the translation of revenue metering, utility billing, cash operations and utility field services to the City's general ledger and financial accounting activities; interpret and explain city accounting policies and procedures.
- Work quickly and accurately to meet deadlines.
- Deal with and resolve problems for the public.



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- React immediately to the changing demands of the City’s residential, commercial and industrial utility consumers and ratepayers.

**Abilities**

- Establish and maintain an effective working relationship with the City Manager, elected City Officials, other department heads, other City employees, vendors, customers, other governmental agencies, and the general public.
- Exercise sound, independent judgment within established ordinances and guidelines.
- Coordinate multiple projects simultaneously; diagnose operational problems and take effective courses of action.
- Communicate clearly, manage for results and lead organizational change.
- Maintain complex financial records; analyze and prepare reports.
- Express ideas clearly and concisely, both verbally and in writing.
- Develop, supervise and evaluate staff effectively and timely.

**Signatures / Date**

- I have read the job description for my position. I understand and accept the requirements as stated.
- I have read the job description for my positions. I would like to have a second review of the job description with my manager and human resources.

Department Director \_\_\_\_\_

Employee \_\_\_\_\_

Human Resources Administrator \_\_\_\_\_