City of Rock Falls
Job Description

Position: Superintendent of the Rock Falls Utility Office (RFU)
Reports To: City Administrator

Summary: The Superintendent of the RFU is a full-time permanent position who will manage and supervise all activities of the RFU.

Duties:

- Manage office operations and procedures such as recordkeeping, personnel, information management, filing systems, requisition of supplies and other operations associated with the RFU.
- Prepare packets for Utility Committee meetings and any other meetings as may be necessary.
- Maintain uniform procedures and practices in accordance with the Procedures Manual Governing Utility Service.
- Develop and maintain annual budgets and initiate cost reduction programs.
- Become proficient in all process and procedures of the RFU.
- Formulate and maintain procedures for systematic retention, protection, retrieval, transfer and disposal of records.
- Interpret RFU policies and develop specific operating procedures for the RFU in conjunction with the City Administrator.
- Develop and maintain professional relationships with customers and outside vendors.
- Communicate with, respond to and resolve customer complaints, questions and concerns.
- Prepare monthly utility and financial reports.
- Supervise collections of past due accounts and accounts receivables.
- Prepare and process invoices for payment.
- Develop a training program and schedule for training of new RFU employees and provide all new employees with orientation and training
- Maintain and review personnel records to ensure completeness.
- Approve leave and overtime, review and sign time sheets.
- Manage and assist employee of the RFU in resolving department related issues.
- Conduct RFU employee performance evaluations annually.
- Provide direction and guidance to RFU personnel that will ensure safe working conditions within compliance of local, state and federal safety regulations.
- Manage employees, counsel and motivate employees; investigate complaints or performance concerns; implement disciplinary action as needed in compliance with the Personnel Policy of the City of Rock Falls and the collective bargaining agreement of the subordinate employees.
- Make recommendations to the Administration and Personnel Committee regarding the termination and hiring of employees. Attend meetings which may be outside “normal” business hours as required by the City Administrator, Mayor and City Council.

- Any other duties as may be assigned from time to time.

Qualifications:

- Strong accounting background with management experience.
- Customer Service background preferred.
- College degree or equivalent career experience in accounting and management.

Physical Demands:

- The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.
- While performing the duties of this job, the employee is regularly required to sit, use hands, fingers, handle or feel objects, tools or controls, and talk or hear. The employee is occasionally required to stand, walk and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds.
- Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception and the ability to adjust focus.

Work Environment:

- Work is performed in office settings and requires sitting for prolonged periods of time, the use of a computer keyboard and screen and providing customer service at a service window.
- Hand-eye coordination and fine manipulation skills are necessary to operate computers and other office equipment.
- Must be able to meet the physical requirements of the class and have mobility, vision, hearing and dexterity levels appropriate to the duties to be performed.