

**PERSONNEL, PENSION AND INSURANCE COMMITTEE**

**The Metropolitan District**

231 Brainard Road, Hartford

Tuesday, September 1, 2015

**Present:** Commissioners Daniel Camilliere, Donald Currey, Timothy Curtis, Maureen Magnan, Albert F. Reichin, Raymond Sweezy, Alvin E. Taylor and District Chairman William A. DiBella (8)

**Absent:** Commissioners Joseph Klett, J. Lawrence Price and Pasquale J. Salemi (3)

**Also**

**Present:** Scott W. Jellison, Chief Executive Officer  
John M. Zinzarella, Deputy CEO, Business Services  
R. Bartley Halloran, District Counsel  
Christopher R. Stone, Assistant District Counsel  
Brendan Fox, Assistant District Counsel  
John S. Mirtle, District Clerk  
Gerald J. Lukowski, Director of Operations  
Sue Negrelli, Director of Engineering  
Erin Ryan, Director of Human Resources  
Robert Schwarm, Director of Information Technology  
Robert Zaik, Manager of Labor Relations  
Kerry E. Martin, Assistant to the Chief Executive Officer  
Cynthia A. Nadolny, Executive Assistant  
Jessica Coelho, President of Local 3713 AFSCME  
James Masse, Network Analyst

**CALL TO ORDER**

Chairman Taylor called the meeting to order at 4:47 PM

**PUBLIC COMMENTS RELATIVE TO AGENDA ITEMS**

No one from the public appeared to be heard.

**APPROVAL OF MINUTES**

*On motion made by Commissioner Magnan and duly seconded, the meeting minutes of July 13, 2015 were approved.*

**PETITION FOR APPROVAL FOR CHIEF EXECUTIVE OFFICER TO EXECUTE  
COLLECTIVE BARGAINING AGREEMENT**

**TO:** Personnel, Pension and Insurance Committee for consideration on September 1, 2015.

The management negotiation team started contract negotiations with all three of the affiliated units of COUNCIL 4, AFSCME, in Fall of 2014. Attached is the tentative agreement reached with Local 3713. Local 3713, AFSCME, represents the engineering, technical and clerical employees.

The key elements of this tentative agreement with Local 184 include:

- Medical Premium Share increases to 15% of Cost for existing employees with a proviso for new employees contributing three per cent higher than existing employees;
- Four year term (January 1, 2015, through December 31, 2018);
- Greater OPEB contributions for new employees, increasing from 0.5% to 1.0%;
- Greater pension contributions for new employees, increasing from 5% to 7%;
- New employees must attain 10 years of service in order to be eligible for retiree medical;
- Prospect of contract re-opener (benefits and wages) to address Excise Tax (affordable Health Care Act) in 2017;
- Pension moratorium until December 31, 2020;
- Moratorium on reclassification requests through term of contract; and
- General wage increase of 2.5% for each of the four contract years, retroactive to January 1, 2015.

The bargaining unit voted to accept the tentative contract settlement agreement on Wednesday, August 12, 2015.

Staff and the negotiating committee is recommending that the contract settlement agreement be approved.

It is therefore **RECOMMENDED** that it be:

**VOTED:** That the Personnel Pension and Insurance Committee recommend to the District Board passage of the following resolution:

**RESOLVED:** That the Chief Executive Officer be authorized to execute a Collective Bargaining Agreement with Local 3713, AFSCME, and specifically to apply the terms of the contract settlement agreement reached on May 19, 2015.

Respectfully Submitted,

Scott W. Jellison  
Chief Executive Officer

*On motion made by Commissioner Reichin and duly seconded, the resolution was adopted by unanimous vote of those present.*

**RECOMMENDATION OF ADOPTION OF AMENDMENT TO SECTION 125 PLAN**

TO: Personnel, Pension and Insurance Committee for consideration on September 1, 2015

WHEREAS, The Metropolitan District (the "Employer") maintains The Metropolitan District Section 125 Plan (the "125 Plan") in order to permit its employees to elect to pay their share of the cost of coverage under certain welfare benefit plans on a pre-tax basis rather than on an after-tax basis; and

WHEREAS, the District Board of the Employer has the authority to adopt amendments pertaining to the 125 Plan at any time and from time to time; and

WHEREAS, it is desirable that the Personnel, Pension and Insurance Committee (the "PPI Committee") recommend to the District Board of the Employer the adoption of an amendment to the 125 Plan in order to permit short term disability benefits and long term disability benefits to be offered under the 125 Plan to the eligible employees of the Employer on either a pre-tax basis or an after-tax basis.

NOW, THEREFORE, BE IT

**RESOLVED:** That the PPI Committee does hereby recommend to the District Board of the Employer the adoption of Amendment No. 2 to the 125 Plan, in substantially the form presented to this meeting, together with any modifications that are determined by counsel for the Employer to be necessary or desirable to effectuate the intention thereof and to comply with the requirements of the Internal Revenue Code of 1986, as amended.

Respectfully Submitted,

Scott W. Jellison  
Chief Executive Officer

**AMENDMENT NO. 2 TO  
THE METROPOLITAN DISTRICT  
SECTION 125 PLAN**

The Metropolitan District, a governmental entity organized under the laws of the State of Connecticut, has adopted this Amendment No. 2 to The Metropolitan District Section 125 Plan (the "Plan"), effective as of the date set forth herein.

(1) Effective as of the date of adoption of this Amendment No. 2, Article IV of the Plan is amended by deleting Section 4.1 and substituting the following in lieu thereof:

**Section 4.1 Contribution elections.** A Participant may elect under this Plan either: (a) to receive the entire amount of his or her Compensation from the Employer in cash or other permitted taxable benefits; or (b) to have a portion of the Compensation payable by the Employer for a Plan Year applied by the Employer on a pre-tax basis to pay all or a portion of his or her share of the cost of coverage available during the Plan Year under the terms of the Section 125 Benefit Programs. If a Participant elects to have a portion of his or her Compensation from the Employer applied on a pre-tax basis to pay all or a portion of his or her share of the cost of coverage under the Section 125 Benefit Programs, his or her Compensation from the Employer shall be reduced in accordance with his or her election.

Notwithstanding the provisions of Section 4.2 or Section 4.3, within thirty-one (31) days of a Participant becoming eligible for short term disability coverage and long term disability coverage, the Participant must make a contribution election to have his or her share of the cost of such coverage paid on either an after-tax basis or a pre-tax basis. Any such contribution election will be irrevocable, and cannot be changed due a change in status pursuant to Section 4.4(a) or due to changes in cost or coverage pursuant to Section 4.8 (other than an automatic change due to an increase or decrease in the cost of such disability coverage pursuant to Section 4.8(a)(i)). When an individual first becomes a Participant or is reinstated as a Participant, such contribution election will be made at the same time as the individual's initial election concerning the other Section 125 Benefit Programs offered under the Plan. If a Participant fails to make such a contribution election, the Participant will be deemed to have elected to have his or her share of the cost of such disability coverage paid on a pre-tax basis.

(2) Effective as of the date of adoption of this Amendment No. 2, Schedule A of the Plan is amended by substituting the following in lieu thereof:

## **SCHEDULE A**

### **Section 125 Benefit Programs**

*Health Plan:*

Coverage Period: January 1 – December 31

*Dental Plan:*

Coverage Period: January 1 – December 31

*Group Term Life Insurance up to \$50,000:*

Coverage Period: January 1 – December 31

*Short Term Disability:*

Coverage Period: January 1 – December 31

*Long Term Disability:*

Coverage Period: January 1 – December 31

(3) All section numbers and cross references thereto are appropriately amended to effectuate the intention of the foregoing amendments.

Witness: THE METROPOLITAN DISTRICT

\_\_\_\_\_ By \_\_\_\_\_  
Title:  
Date:

***On motion made by Commissioner Camilliere and duly seconded, the resolution was adopted by unanimous vote of those present.***

**PETITION FOR DISABILITY RETIREMENT**

**EXECUTIVE SESSION**

At 4:55 P.M., Chairman Taylor requested an executive session to discuss a petition for disability retirement for Kathleen Chandler.

***On motion made by Commissioner Reichin and duly seconded, the Personnel, Pension & Insurance Committee entered into executive session to discuss a petition for disability retirement for Kathleen Chandler.***

Those in attendance during the executive session:

Commissioners Daniel Camilliere, Donald Currey, Timothy Curtis, Maureen Magnan, Albert F. Reichin, Raymond Sweezy, Alvin E. Taylor and District Chairman William A. DiBella Attorneys R. Bartley Halloran and Christopher R. Stone; Scott Jellison; Erin Ryan and Bob Zaik.

**RECONVENE**

At 5:10 P.M., Chairman Taylor requested to come out of executive session and on motion made by Commissioner Reichin and duly seconded, the Committee came out of executive session and reconvened. No formal action was taken.

**TO:** Personnel, Pension and Insurance Committee for consideration on September 1, 2015

Pursuant to Section G 1 b. of the General Ordinances, we are recommending that the Personnel, Pension and Insurance Committee approve a Disability Retirement effective August 1, 2015, for Ms. Kathleen Chandler. We have received the employee's written petition for consideration under the Disability Retirement provision. The employee's doctors have provided adequate medical information to support the condition that the employee is permanently disabled and cannot engage in any gainful occupation or employment. The medical condition was confirmed by the District's doctor.

A thorough review of this petition was conducted prior to advancing this recommendation for action.

Therefore, staff is recommending that the employee's petition for disability retirement be approved by this Committee.

It is therefore **RECOMMENDED** that it be:

**VOTED:** That the Personnel Pension and Insurance Committee approve the following resolution:

**RESOLVED:** That effective August 1, 2015, Ms. Kathleen Chandler shall be approved for a Disability Retirement pursuant to the terms and conditions of the General Ordinances of the Metropolitan District Commission.

Respectfully Submitted,

Scott W. Jellison  
Chief Executive Officer

***On motion made by District Chairman DiBella and duly seconded, the resolution was adopted by unanimous vote of those present.***

#### **JOB CLASSIFICATION REVISION MANAGER OF TREASURY**

**TO:** Personnel, Pension and Insurance Committee for consideration on September 1, 2015

Staff is recommending that the Classification Plan be amended to include the revised position of *Manager of Treasury*. This position currently exists within the District's job classification structure, but with the title of *Deputy Treasurer*. The responsibilities of and designation for "deputy treasurer" are assigned to the *Director of Finance* position, and to ensure signatory authority resides with only one position, this designation should be removed from the *Manager of Treasury* job classification. This classification will retain the value of EE-18 (\$103,451 - \$134,486).

A thorough review of this position was conducted prior to advancing this recommendation for action.

Therefore, staff is recommending that the classification system be amended to reflect the *Manager of Treasury* position, assigned a value of EE-18.

It is therefore **RECOMMENDED** that it be:

**VOTED:** That the Personnel Pension and Insurance Committee recommend to the District Board passage of the following resolution:

**RESOLVED:** That the classification system be amended to reflect the *Manager of Treasury* position and assign this classification a value of EE-18.

Respectfully Submitted,

Scott W. Jellison  
Chief Executive Officer

Code: 12475  
Employee Group: E&E  
FLSA Exempt: Exempt

## METROPOLITAN DISTRICT COMMISSION CLASSIFICATION DESCRIPTION

**CLASSIFICATION TITLE:           MANAGER OF TREASURY**

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### **JOB SUMMARY**

The purpose of this classification is to manage revenue, bonding and all cash of the District, perform professional tasks at the managerial level to oversee the daily activities of the Treasury Department, including cash and liquidity management and financial risk management. This position performs professional work in managing direct cash investments, bonding, accounts receivable, claims, insurance risk, 457b plan and pension asset allocations, OPEB investment management, daily cash flow, employee benefit accounting, and financial planning for Clean Water Projects.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

- Plans and directs the Treasury division objectives and operations. Oversees and supervises cash and liquidity management. Oversees the management of the District's Accounts Receivable collection effort.

- Directs and manages the debt management function for the District, including identifying appropriate level of debt to fund projects, overseeing cash flow forecasting, identifying and structuring debt arrangements, and overseeing proper debt accounting.
- Assists in controlling risk management activities including monitoring insurance coverage and managing insurance claims.
- Oversees the accounting of employee benefits information; oversees pension calculations and program administration.
- Analyzes information on activity effectiveness and efficiency, determines operating policies and approves operating procedures. Prepares or approves reports.
- Develops, coordinates and reviews the Treasury division budget.
- Creates comprehensive investor relations strategies and presentations.
- Supervises, directs, and evaluates assigned staff of the Treasury Department, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.
- May perform other duties as assigned.

## **SUPERVISION RECEIVED**

Classification typically reports to the Director of Finance.

## **MINIMUM QUALIFICATIONS**

Bachelor's degree in accounting, finance or business administration with a minimum of ten (10) years of experience in accounting, financial management, or related area including three (3) years of supervisory and/or managerial experience; practical experience is not an acceptable substitute for degree requirement.

Master's Degree in Business Administration, CPA, CMA or CFA preferred.

## **SPECIAL REQUIREMENTS**

Must be a Certified Finance Professional.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to coordinate, manage, strategize, and/or correlate data and/or information. Includes exercise of judgment in determining time, place and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components.

**Human Interaction:** Requires the ability to function in a supervisory/managerial capacity for a group of workers. Includes the ability to make decisions on procedural and technical levels.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; and may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.



**Functional Reasoning:** Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or set of programs.

## ADA COMPLIANCE

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual and/or auditory cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*The Metropolitan District Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

***On motion made by District Chairman DiBella and duly seconded, the resolution was adopted by unanimous vote of those present.***

***Without objection, Agenda Items 8A "JOB CLASSIFICATION ADDITION: MANAGER OF COMMAND CENTER" and 8B "JOB CLASSIFICATION ADDITION: MANAGER OF CUSTOMER SERVICE" were consolidated and considered together.***

### JOB CLASSIFICATION ADDITION MANAGER OF THE COMMAND CENTER

**TO:** Personnel, Pension and Insurance Committee for consideration on September 1, 2015

Staff is recommending that the Classification Plan be amended to include the new position of *Manager of the Command Center*. This position was previously merged with the *Manager of Customer Service* classification and all responsibilities for the two distinct departments were contained within one job classification. Based on work volume and responsibilities assigned to the position, staff is recommending that the positions be separated, and the *Manager of the Command Center* be assigned a value of EE-18 (\$103,451 - \$134,486).

A thorough review of this position was conducted prior to advancing this recommendation for action.

Therefore, staff is recommending that the classification system be amended to reflect the *Manager of the Command Center* position, assigned a value of EE-18.

It is therefore **RECOMMENDED** that it be:

**VOTED:** That the Personnel Pension and Insurance Committee recommend to the District Board passage of the following resolution:

**RESOLVED:** That the classification system be amended to reflect the *Manager of the Command Center* position and assign this classification a value of EE-18.

Respectfully Submitted,

Scott W. Jellison  
Chief Executive Officer

**Code:**  
**Employee Group: E&E**  
**FLSA Status: Exempt**

## **METROPOLITAN DISTRICT COMMISSION CLASSIFICATION DESCRIPTION**

**CLASSIFICATION TITLE:           MANAGER OF THE COMMAND CENTER**

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### **JOB SUMMARY**

This position is responsible for managing the District's command center and utility services functions.

Primary responsibilities include management of all command center and utility services activities, including emergency water and sewer operations, service and trouble call response, Coordinates response of MDC crews and resources, cross connection/backflow inspections and programs, water and sewer inspections and inquiries, construction plan review and permitting, Call Before You Dig responses, insurance claims response and resolution. This work requires the employee have knowledge, skill and ability in utility pipeline maintenance supervision and in meter and systems maintenance administration.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

- Manages command center operations, including staffing, alarm responses and emergency and non-emergency water and sewer operations.
- Manages the overall activities of the Command Center function by providing direction to supervisors, responding to after-hour emergencies, and alarm system management.
- Manages cross-connection and backwater valve program inspections and compliance.

- Coordinates division operations with other District functions and government agencies. Coordinates unit operations and the personnel, materials and equipment necessary for projects and objectives.
- Manages and develops division budgets and reviews unit budgets. Approves unit expenditures within fund allocations.
- Ensures that federal, state, local and District regulations, guidelines, policies and procedures are properly followed and executed.
- Administers the District's Call Before You Dig Program.
- Coordinates work crews and resources for emergency and non-emergency calls.
- Responds to emergencies at any time of the day or night, as necessary. Serves on-call for emergencies, as assigned.
- Keeps abreast of industry developments and trends in effective and efficient service delivery. Works to continuously improve the District's service delivery performance.
- Counsels employees. Administers union contract language and discipline. Appoints job candidates from approved eligibility lists. Approves employee performance evaluations and recommends reclassifications. Assures safe work practices.
- Performs special assignments, as assigned.
- Performs related work as required.

### **SUPERVISION RECEIVED**

Works under the general direction of the Director of Operations.

### **MINIMUM QUALIFICATIONS**

A bachelor's degree from an accredited college or university in, business, public administration or a related field; supplemented by seven (7) years of experience in utility customer service or related activity, including three (3) years in a supervisory capacity or a combination of education, training and experience that provides the requisite knowledge, skills and abilities for this job. Experience in the water, wastewater and/or storm water industries is preferable.

### **SPECIAL REQUIREMENTS**

Must have a CT Class III Operator Water Distribution System Certificate.

Must have a valid driver's license.

### **KNOWLEDGE, SKILLS, AND ABILITIES**

- A working knowledge of general utility customer service policies, processes and practices and laws and regulations.
- A working knowledge of public administration principles and practices as applied to the District.
- The ability to communicate effectively both orally and in writing, including in public meeting formats, hearings and/or District Board of Commissioners meeting settings.
- The ability to develop, implement and administer policies and procedures including goals, objectives, financial planning, decision-making, and report development and writing.
- The ability to effectively manage customer service functions through subordinate supervisors.

- The ability to establish and maintain effective working relationships with all classes of customers, senior management, coworkers, vendors, contractors, consultants and other governmental agencies.

## PERFORMANCE APTITUDES

**Data Utilization:** Requires the ability to coordinate, manage, strategize, and/or correlate data and/or information. Includes exercise of judgment in determining time, place and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components.

**Human Interaction:** Requires the ability to function in a supervisory/managerial capacity for a group of workers. Includes the ability to make decisions on procedural and technical levels.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; and may include ability to perform mathematical operations involving basic algebraic principles and formulas, and basic geometric principles and calculations.

**Functional Reasoning:** Requires the ability to apply principles of logical or synthesis functions. Ability to deal with several concrete and abstract variables, and to analyze major problems that require complex planning for interrelated activities that can span one or several work units.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or set of programs.

## ADA COMPLIANCE

**Physical Ability:** Tasks require the ability to exert light physical effort in a sedentary to light work environment, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (under 25 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate visual and/or auditory cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Essential functions are regularly performed without exposure to adverse environmental conditions.

*The Metropolitan District Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

## JOB CLASSIFICATION ADDITION MANAGER OF CUSTOMER SERVICE

**TO:** Personnel, Pension and Insurance Committee for consideration on September 1, 2015

Staff is recommending that the Classification Plan be amended to include the new position of *Manager of Customer Service*. This position was previously merged with the *Manager of the Command Center* classification and all responsibilities for the two distinct departments were contained within one job classification. Based on work volume and responsibilities assigned to the position, staff is recommending that the positions be separated, and the *Manager of Customer Service* be assigned a value of EE-18 (\$103,451 - \$134,486).

A thorough review of this position was conducted prior to advancing this recommendation for action.

Therefore, staff is recommending that the classification system be amended to reflect the *Manager of Customer Service* position, assigned a value of EE-18.

It is therefore **RECOMMENDED** that it be:

**VOTED:** That the Personnel Pension and Insurance Committee recommend to the District Board passage of the following resolution:

**RESOLVED:** That the classification system be amended to reflect the *Manager of Customer Service* position and assign this classification a value of EE-18.

Respectfully Submitted,

Scott W. Jellison  
Chief Executive Officer

**Code:**  
**Employee Group: E&E**  
**FLSA Status: Exempt**

## **METROPOLITAN DISTRICT COMMISSION CLASSIFICATION DESCRIPTION**

**CLASSIFICATION TITLE:           MANAGER OF CUSTOMER SERVICE**

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### **JOB SUMMARY**

This position is responsible for managing the District's customer service function, including all retail and wholesale customer interfaces, policies and processes.

Primary responsibilities consist of management of all customer services activities, including call center, billing, metering, meter reading, and customer credit, including best practices of financial accounting principles. Duties include developing, implementing, directing and monitoring the District's customer service policies and programs, developing metrics and monitoring customer calling to assure the highest level of customer satisfaction is achieved for retail and wholesale water and sewer customers.

### **ESSENTIAL FUNCTIONS**

**The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.**

- Manages the overall activities of the customer service function by providing direction to reporting administrators and/or supervisors in call center operation, billing, metering, meter reading, and credit activities. Coordinates external billing payments. Establishes a strong customer service culture among all customer service staff.
- Develops and proposes for senior management review consistent policies for service delivery, billing, and service terminations, in accordance with applicable state statutes and regulations. Implements approved policies with effective customer service processes and practices.
- Establishes customer service performance measures and regularly reviews and reports customer service performance to senior management. Coordinates with other departments as necessary to optimize customer satisfaction and service delivery.
- Selects, develops, manages and trains customer service personnel, consistent with the industry standard and District's plans and policies to ensure that the highest level of customer satisfaction is achieved.
- Develops, implements, and monitors efficient and effective manual and automated systems and controls in all customer service processes and activities. Develops and utilizes existing automated systems to the maximum extent of their capabilities.
- Oversees the development and management of multiple budgets.
- Manages the resolution of customer complaints and inquiries. Advises senior management regarding high-interest customer complaints and situations, and develops new protocols to resolve and address immediately.
- Ensures the accuracy and timeliness of meter reading. Continually monitors delinquent and uncollectible accounts, estimated billings and other situations that adversely affect the District's receivables, in coordination with the Treasury Department. Actively manages delinquent and uncollected accounts to minimize their impact.
- Keeps abreast of industry developments and trends in effective and efficient service delivery. Works to continuously improve the District's service delivery performance.
- Counsels employees. Administers union contract language and discipline. Appoints job candidates from approved eligibility lists. Approves employee performance evaluations and recommends reclassifications. Assures safe work practices.
- Performs special assignments, as assigned.
- Performs related work as required.

## **SUPERVISION RECEIVED**

Works under the general direction of the Director of Finance

## **MINIMUM QUALIFICATIONS**

A bachelor's degree from an accredited college or university in, business, public administration, communications or a related field; supplemented by seven (7) years of experience in utility customer service or related activity, including three (3) years in a supervisory capacity within a customer service call center/credit collecting that provides the requisite knowledge, skills and abilities for this job. Experience in the water, wastewater and/or storm water industries is preferable.

## **SPECIAL REQUIREMENTS**

None

## **KNOWLEDGE, SKILLS, AND ABILITIES**

- A working knowledge of SAP or similar ERP system, general utility customer service policies, processes and practices and laws and regulations.
- A working knowledge of public administration principles and practices as applied to the District.
- The ability to communicate effectively both orally and in writing, including in public meeting formats, hearings and/or District Board of Commissioners meeting settings.
- The ability to develop, implement and administer policies and procedures including goals, objectives, financial planning, decision-making, and report development and writing.
- The ability to effectively manage customer service functions through subordinate supervisors.
- The ability to establish and maintain effective working relationships with all classes of customers, senior management, coworkers, vendors, contractors, consultants and other governmental agencies.

## **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to coordinate, manage, strategize, and/or correlate data and/or information. Includes exercise of judgment in determining time, place and/or sequence of operations. Includes referencing data analyses to determine necessity for revision of organizational components.

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**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the direction, control and planning of an entire program or set of programs.

## **ADA COMPLIANCE**

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*The Metropolitan District Commission is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Commission will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

***On motion made by Commissioner Reichin and duly seconded, the reports for resolutions 8A "JOB CLASSIFICATION ADDITION: MANAGER OF COMMAND CENTER" and 8B "JOB CLASSIFICATION ADDITION: MANAGER OF CUSTOMER SERVICE" were received and the resolutions adopted by unanimous vote of those present.***

### **ADJOURNMENT**

The meeting was adjourned at 5:16 PM

ATTEST:

John S. Mirtle, Esq.  
District Clerk

\_\_\_\_\_  
Date Approved