

POSITION DESCRIPTION

Title: Operations Support Manager

Department: Solid Waste

Job Analysis: September 2021

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Development & Environmental Director

Subordinate Staff: Operations Support Specialist II, Operations Support Specialist II, Chief Administrative Assistant

Internal Contacts: Solid Waste staff, Elected Officials and Commission staff, Budget & Purchasing Department, Accounting, Personnel, Building Maintenance, Legal Department & CIS

External Contacts: General Public, Customers, State Agencies, Local Municipalities, Utility Companies, Health Department, Vendors, Other Agencies

Status: Classified/Non-Exempt (312)

Job Summary

The Operations Support Manager is responsible for supervising Operations Support Specialist II, Operations Support Specialist III, and Chief Administrative Assistant positions and overseeing the duties assigned to each position. The Operations Support Specialist positions exist to provide support to various areas of the department including but not limited to: customer service, scale operations, billing, compliance, dispatch, and purchasing functions. The Operations Support Manager will be responsible for coordinating with Junior Staff Accountants and members of management to best schedule and prioritize the focus and efforts of the Operations Support Specialists. This position will also act as Solid Waste Administration's point of contact for general departmental assistance. Responsible for tracking and documentation of personnel data and general departmental orientation for new hires. Assists Development and Environmental director with departmental communication and public departmental representation. Responsible for composing complex agendas and supporting future capital projects with thorough documentation. Works closely with Personnel to comply with all necessary accident and/or injury documentation requirements and follow up. Performs duties that are sensitive and confidential in nature. Serves as certified defensive driver trainer for staff. The Operations Support Manager will play an integral role in the time tracking and

documentation of personnel activities in the event of a FEMA disaster. This position will also serve as a backup to the Junior Staff Accountant – Collections position as necessary.

Job Domains

A. Filing and Records Management

1. Maintain filing system for all landfill compliance and monitoring activities and documentation of such.
2. Create and maintain internal departmental policies and procedures to document processes for all areas of Solid Waste.

B. Operations Responsibilities

1. Create agenda action items as required or needed.
2. Review and analyze reports and procedures to develop strategies for maximizing efficiencies within the department.
3. Coordinate safety trainings for each departmental area and documents such.

C. Personnel/Management

1. Reviews leave requests and approves employee time in Executime.
2. Direct subordinates in accordance with all applicable state and local laws and ordinances.
3. Supervises the Operations Support team and Chief Administrative Assistant for the solid waste department.

Knowledge, Skills, and Abilities

1. Skills to communicate effectively with office staff, general public and elected officials.
2. Skills to prepare reports, complete forms and compose letters.
3. Skills to understand written instructions, manuals and correspondence.
4. Ability to assign tasks and supervise/evaluate employee.
5. Ability to operate office machines such as calculator, computer, copy machine, fax machine and typewriter.
6. Knowledge of EnCore computer software.
7. Knowledge of MUNIS Edwards accounting program.
8. Knowledge of the AS400 System.
9. Knowledge of Word, Excel, Access, Power Point and Organizer.
10. Knowledge of County Commission procedures and policies.

Other Characteristics

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.

Minimum Requirements

1. Valid driver's license and be insurable by the County's insurance standards.
2. Bachelor's degree or equivalent.
3. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
4. Experience in service-oriented field with heavy customer service preferred.
5. Supervisory experience preferred.

POSITION DESCRIPTION

Title: Accounts Receivable Manager (Landfill)

Department: Solid Waste

Job Analysis: September 2021

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Accounting Manager

Subordinate Staff: Scale Attendant I, Scale Attendant II

Internal Contacts: Solid Waste Staff, Elected Officials and employees of the Commission Office, Budget & Purchasing Department, Accounting, and CIS Department

External Contacts: Commercial and Residential Customers, Municipalities, Health Department, ADEM, Banking Institutions

Status: Classified/Non-Exempt (312)

Job Summary

The Accounts Receivable Manager - Landfill is responsible for managing the day-to-day operations performed by the Scale Attendant I's and Scale Attendant II's including but not limited to: review of all scale ticket entry and necessary daily documentation of debris profiles and necessary compliance activities. Also, responsible for reviewing leave requests and scheduling staff at all landfill locations and will coordinate as necessary with Operations Support Manager for assistance when understaffed. This position plays a pivotal frontline role in deescalating customer complaints or issues. Responsible for ensuring all payments, postings, balance adjustments and refunds are processed in a timely manner and documented in an auditable state. The Accounts Receivable Manager - Landfill will make decisions regarding set up of new accounts and accounting adjustments and ensure corresponding documentation is maintained. Also responsible for monitoring Accounts Receivable and delinquency/collections processing. Responsible for checking the accuracy of Executime payroll for Scale Attendants prior to sign off. Also, responsible for handling a variety of correspondence incoming and outgoing between county, local municipalities, and other agencies. Assists Accounting Manager with various data requests and special reports through extensive use of Excel (via raw data retrieved by sql) and/or crystal reports. This position will play an integral role in the data submission for reimbursement requests for FEMA disasters. Assist Accounting Manager with

system changes/upgrades and possible future integration to MUNIS accounting software. Also, will act as backup to Scale Attendants and Senior Billing Account Specialists as necessary.

Job Domains

A. Accounting and Financial

1. Prepare various reports and queries upon request (Excel, sql).
2. Prepare analysis of accounts as requested.
3. Insure receipt and deposit of incoming office funds in proper accounts
4. Assist with preparation of year-end schedules and accounting reports and corresponding journal entries.
5. Assist senior level staff with financial tasks and system related issues as needed.
6. Accounts Receivable – monitoring, delinquency and collections.
7. Backup Senior Billing Account Specialists (including monthly billing functions).
8. Special Projects and Proformas.
9. Other duties as assigned.

B. Filing and Records Management

1. Maintain Solid Waste customer records.
2. Assists in maintaining operational files.
3. Maintain documentation of all exemptions and prepare corresponding agendas.

C. Operations Responsibilities

1. Manage all customer accounts and disputes.
2. Coordinate with Landfill Management to ensure Certified operator is always scheduled at each location.
3. Maintain Weighmaster certifications (Dept. of Agriculture & Industry - AL).
4. Maintain Scale Device registrations (Dept. of Agriculture & Industry - AL).

D. Reports

1. Prepare recap of Monthly Operating Expenses and Revenues.
2. Create agenda action items as required or needed.
3. Prepare quarterly Volume, Disposal, and Scrap Tire reports as mandated by ADEM.

E. Personnel

1. Verify time on Executime each pay period and work with managers to ensure accuracy.
2. Supervise Scale Attendant I and Scale Attendant II positions.

Knowledge, Skills, and Abilities

(Any item with an asterisk will be taught on the job.)

1. Skills to communicate effectively with office staff, general public, and elected officials.

2. Skills to perform accounting and bookkeeping operations, conduct audits and monitors budgets.
3. Skills to prepare reports, complete forms and compose letters.
4. Skills to understand written instructions, manuals and correspondence.
5. Ability to assign tasks and supervise/evaluate employees.
6. Ability to operate office machines such as calculator, computer, copy machine, fax machine and typewriter.
7. Thorough knowledge of basic bookkeeping and accounting principles and procedures.
8. Knowledge of EnCore computer software for commercial and residential accounts.
9. Knowledge of E1 accounting program.
10. Knowledge of the AS400 system.
11. Knowledge of Word, Excel (advanced), Access, Power Point and Organizer.
12. Knowledge of Executime Time Keeping Program.

Other Characteristics

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.

Minimum Requirements

1. Bachelor's degree in Accounting or related field or equivalent experience.
2. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
3. Proficiency in use of Microsoft Excel.
4. Supervisory experience preferred.

POSITION DESCRIPTION

Title: Billing Specialist and Customer Relations Manager

Department: Solid Waste

Job Analysis: September 2021

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Accounting Manager

Subordinate Staff: Billing Account Specialist I, Senior Billing Account Specialist

Internal Contacts: Solid Waste Staff, Elected Officials and employees of the Commission Office, Budget & Purchasing Department, Accounting, CIS Department, and Revenue Commissioner's Office

External Contacts: Residential and Commercial Customers, Municipalities, Health Department, Postal Service, 911 Addressing

Status: Classified/Non-Exempt (312)

Job Summary

The Billing Specialist and Customer Relations Manager is responsible for managing the day-to-day operations performed by the Billing Account Specialist I's including but not limited to: set up of new customer accounts, maintaining existing customer account records, account terminations, payment receipts, service orders, and service exemptions and/or exceptions as well as providing daily technical support to end-users. This position plays a pivotal frontline role in deescalating customer complaints/issues. This position will also be responsible for the monthly show cause system process and provide output to delinquency/collections personnel for applicable processing. Handles all mail merge Word projects as necessary for residential customer notifications or special communications (including annual exemption processes and subsequent review of all submissions). Responsible for scheduling leave time of BS I employees to ensure Solid Waste drive-up window is covered and coordinate as necessary with Operations Support Manager for assistance when understaffed. Responsible for checking the accuracy of Executime payroll for BAS I's prior to sign off. Also, responsible for handling a variety of correspondence incoming and outgoing between county, local municipalities, and other agencies. Assists Accounting Manager with various data requests and special reports through extensive use of Excel (via raw data retrieved by sql) and/or crystal reports. This position will oversee the WebPortal and play an integral role in testing of system changes and/or upgrades and possible

future integration to MUNIS accounting software. Responsible for frontline citizen communications in the event of a FEMA disaster or other storm events and coordination of such with Operations Support Manager and other key internal/external personnel. Acts as interface with Call Center to monitor OpenScope system and track statistics for management. Will act as backup to Senior Billing Account Specialists and Deputy Solid Waste officers as necessary.

Job Domains

A. Accounting and Financial

1. Prepare various reports and queries upon request (Excel, sql).
2. Prepare analysis of accounts as requested.
3. Insure receipt and deposit of incoming office funds in proper accounts
4. Assist with preparation of year-end schedules and accounting reports and corresponding journal entries.
5. Assist senior level staff with financial tasks and system related issues as needed.
6. Backup Senior Billing Account Specialists (including monthly billing functions).
7. Special Projects and Proformas.
8. Other duties as assigned.

B. Filing and Records Management

1. Maintain Solid Waste customer records.
2. Assists in maintaining operational files.
3. Maintain documentation of all exemptions and prepare corresponding agendas.

C. Operations Responsibilities

1. Manage all customer accounts and disputes.
2. Coordinate with Dispatch as needed for customer service order updates.
3. Responsible for citizen notifications and communications in coordination with Operations Support Manager (i.e. Holiday schedules, pre-post disaster notices).

D. Reports

1. Prepare recap of Monthly Operating Expenses and Revenues.
2. Create agenda action items as required or needed.

E. Personnel

1. Verify time on Executime each pay period and work with managers to ensure accuracy.
2. Supervise Billing Account Specialist I positions.

Knowledge, Skills, and Abilities

(Any item with an asterisk will be taught on the job.)

1. Skills to communicate effectively with office staff, general public, and elected officials.

2. Skills to perform accounting and bookkeeping operations, conduct audits and monitors budgets.
3. Skills to prepare reports, complete forms and compose letters.
4. Skills to understand written instructions, manuals and correspondence.
5. Ability to assign tasks and supervise/evaluate employees.
6. Ability to operate office machines such as calculator, computer, copy machine, fax machine and typewriter.
7. Thorough knowledge of basic bookkeeping and accounting principles and procedures.
8. Knowledge of EnCore computer software for commercial and residential accounts.
9. Knowledge of E1 accounting program.
10. Knowledge of the AS400 system.
11. Knowledge of Word, Excel (advanced), Access, Power Point and Organizer.
12. Knowledge of Executime Time Keeping Program.

Other Characteristics

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.

Minimum Requirements

1. Bachelor's degree in Accounting or related field or equivalent experience.
2. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
3. Proficiency in use of Microsoft Excel.
4. Supervisory experience preferred.