

METROPOLITAN DISTRICT COMMISSION CLASSIFICATION DESCRIPTION

CLASSIFICATION TITLE: CUSTOMER ACCOUNTING/RISK SERVICES ADMINISTRATOR

PURPOSE OF CLASSIFICATION

The purpose of this classification is to manage the staff and operations of the customer accounting and risk services programs. Work involves managing the establishment and maintenance of accurate customer account services; supervising the administration of claims, insurance and loss control operations; supervising staff; and evaluating and reporting on assigned programs and operations. Classification typically reports to the Manager of Treasury.

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 staff and operations of customer accounting and risk services administration programs; assigns work; oversees daily operations and activities; ensures compliance with established policies and procedures; coordinates activities on a short and long term basis to include allocation of staff, materials and equipment; analyzes operations and work group efficiency and effectiveness; and identifies and implements operational and/or procedural changes to improve performance and productivity.

Directs the establishment and maintenance of accurate customer accounts; oversees customer account management; supervises the resolution of account problems; and provides guidance and assistance regarding difficult customer account issues.

Supervises the administration of risk management programs including claims handling, insurance administration and loss control operations; investigates sensitive and difficult claims; negotiates and settles large claims for the District; and assists District Council in claims and collection matters and claims related court proceedings.

Prepares operational, statistical and financial reports for assigned programs and operations; completes forms; compiles information regarding workload, productivity and performance; and submits reports to management as required.

Supervises assigned staff; assists in employee selection; assigns work; establishes performance expectations; provides training; provides guidance regarding customer account or risk services issues; evaluates employee performance; counsels employees; and recommends discipline and other personnel actions as appropriate.

Drafts budgets for assigned programs; monitors expenditures; ensures compliance with fund allocations; and maintains records of expenditures.

Oversees the establishment and maintenance of program files, records, and documentation; and reviews records and reports prepared by subordinates.

Operates a personal computer, and general office equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in business, public administration, insurance or a related field; supplemented by minimum three (3) years of progressively responsible financial or insurance management experience; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

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 apply principles of persuasion and/or influence over others in a supervisory capacity.

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, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication and division; ability to calculate decimals and percentages; may include ability to perform mathematical operations with fractions; may include ability to compute discount, interest, profit and loss, ratio and proportion; may include ability to calculate surface areas, volumes, weights, and measures.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

Situational Reasoning: Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

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 workstation.

Sensory Requirements: Some tasks require the ability to perceive and discriminate sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Tasks 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.