



# Brainerd City Council Agenda Request

**MEETING DATE:** June 5, 2023

**TITLE OF ITEM:** Approve BPU Finance Manager, Business Office Support Specialist, and Facilities Custodian Job Descriptions

**AGENDA:** Consent Agenda

**ACTION REQUESTED:** Approve/Deny Motion

**SUBMITTED BY:** Kris Schubert & Todd Wicklund

**DEPARTMENT:** Human Resources/Public Utilities

**PRESENTER:** n/a

**ESTIMATED TIME (MIN):** n/a - consent

## **SUMMARY OF ISSUE:**

Attached are job descriptions for the BPU Finance Manager, Business Office Support Specialist and Facilities Custodian positions. The Brainerd Public Utilities Commission included the new Finance Manager and Business Office Support Specialist positions in its 2023 budget. In addition, and with the recent retirement of Custodian/Groundskeeper Randy Villnow, we have slightly changed that job description to create the new Facilities Custodian position. Please note that Staff is expecting that Flaherty and Hood will be recommending job description format changes for all positions in the near future. The Brainerd Public Utilities Commission, at its May 30<sup>th</sup> meeting, reviewed and recommended approval of all three job descriptions.

## **ALTERNATIVE, OPTIONS, EFFECTS ON OTHERS/COMMENTS:**

At the May 1<sup>st</sup> Council meeting, the Council approved the creation of the new BPU Finance Manager position subject to job title and compensation information from Flaherty & Hood. Since that time, Staff has determined that the position should be entitled Finance Manager primarily since there will be two non-union supervisors that will report to this position and the Manager title makes sense for organizational hierarchy. In addition, Staff has finalized the attached job descriptions utilizing our current format and submitted Job Analysis Questionnaires to Flaherty & Hood for their review and consideration for a wage recommendation. Since Flaherty & Hood is still in the process of completing our Classification and Compensation Study, Staff is hoping that a recommended wage for these positions will be presented at the June 20<sup>th</sup> Council meeting.

## **RECOMMENDED ACTION/MOTION:**

n/a – consent calendar.

## **FINANCIAL IMPACT:**

*Is there a cost associated with this request:* Not for approving a job description – the wage will be considered separately. Please note that wages for new union positions must be negotiated with the union.

*What is the total cost, with tax and shipping:* [Click to enter text](#)

*Is this budgeted? (Please Explain)* Yes – all three positions are included in the 2023 BPU Budget.



## Finance Manager

Department: Brainerd Public Utilities (BPU)

FLSA Status: Exempt

### General Definition of Work

Responsible for guiding the financial and administrative functions for BPU. These functions include finance, general accounting, budgeting, financial forecasting, business information systems, internal controls, investment/debt management, business/financial performance monitoring, rate structuring, and risk management initiatives. Works under the administrative oversight of the Public Utilities Director. Exercises general and administrative supervision over BPU Finance Division employees either directly or through supervisory staff.

### Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### Essential Functions

- Assists the Public Utilities Director to establish financial and strategic goals and performance measures for BPU, including long-range financing and investment strategies.
- Supervises the operation of the BPU Business Office and Administrative Staff to ensure BPU customers promptly receive reliable and efficient service.
- Responsible for the supervision of all BPU Finance Division staff including training, inspecting and assigning work, developing staff schedules, coaching, and counseling; conducts performance evaluations; disciplines when needed in accordance with city policies; assists in making a recommendation for the selection of Finance Division employees.
- Assists with the development and issuance of administrative rules, policies and procedures necessary to ensure proper functioning of all Public Utilities divisions.
- Attends and participates in all Commission meetings and other official meetings as needed.
- Evaluates potential projects, programs, and services to determine feasibility and impact on utility operations and makes recommendations to the Public Utilities Director.
- Responds to concerns, issues, complaints, and questions from the public; mediates disputes and resolves issues as appropriate.
- Responsible for project investment and project financing of infrastructure and capital requirements related to all Public Utilities divisions.
- Participates in planning for future capital needs. Oversees debt financing. Manages outstanding debt and development of debt issuance and retirement strategy.
- Maintains relationships with bankers, attorneys, bond rating agencies, and bond insurers.
- Administers the Department's property and casualty insurance program including maintaining appropriate insurance coverage.
- Oversees business information systems function to ensure necessary resources are available to meet BPU and end user needs at an affordable cost.
- Assists the Public Utilities Director to oversee and implement cost-of-service and rate design studies for BPU.
- Manages all accounting operations including:
  - Preparing financial statements and reports for internal and external use.
  - Directing preparation of annual operating budgets and projections.
  - Directing general accounting, payroll and accounts payable functions.
  - Oversees development, implementation, and monitoring of internal controls.

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## Essential Functions (Continued)

- Ensures compliance with all pertinent local, state and federal regulations and Commission policy regarding financial and accounting systems and procedures.
- Assists the Public Utilities Director in negotiating long-term Purchase Power Agreement with power provider and service territory boundary agreements subject to Commission approval.
- Prepares and analyzes quotes and bids for products and services; recommends selection of firms or individuals to provide products and services; executes or recommends execution of contracts to Commission for approval.
- Responsible for BPU Commission and Utilities Department Secretary duties as required by the City Charter.
- Performs other duties as assigned or when necessary.

## Knowledge, Skills and Abilities

- Strong interpersonal, oral, and written communications skills.
- Ability to effectively formulate and execute Commission policies and programs to ensure successful and efficient operations that support strategic initiatives.
- Demonstrated expertise in a variety of financial concepts and functions with ability to leverage previous experience and knowledge of best practices.
- Supervise staff and delegate work; Is a team builder with the ability to coach, mentor, and develop all direct reports.
- Strong knowledge of accounting regulations such as Federal and Minnesota state rules and statutes, GASB, and GAAP.
- Knowledge of Utility codes and regulations including MPCA, MPUC and FERC.
- Sound understanding of information technology and experience with appropriately investing in capital equipment.
- Proficient in the use of PC's and relevant business software.
- Strong leadership skills including problem solving and decision making.

## Education, Experience and Special Requirements

Minimum Qualifications:

- Bachelor's degree in accounting or business administration with concentration in accounting.
- Eight (8) years of experience in accounting of which two (2) years of experience must be as supervisor.
- Ability to obtain a valid MN driver's license upon hire.

Desired Qualifications:

- An advanced degree and/or CPA certification.
- Five years of municipal and/or utility related experience. Utility supervisory experience is highly desirable.

## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking or hearing, using hands to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires standing, walking, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work is generally in a moderately noisy location (e.g. business office, light traffic).

***This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer, as the needs of the employer and requirements of the job change.***

**Last Revised: May 11, 2023**



## **Business Office Support Specialist**

Department: Brainerd Public Utilities (BPU)

FLSA Status: Non-Exempt

### **General Definition of Work**

The Business Office Support Specialist is a union position under the general supervision of the Accounting Supervisor. The primary duty for this position is to relieve/back up various positions within the business/repair office and will perform a variety of administrative and/or customer service duties relating to customer utility accounts and other utility business.

### **Qualification Requirements**

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### **Essential Functions**

- Ability to relieve and/or assist other administrative and customer service positions as needed; Works as a team with other Customer Service personnel to provide exceptional customer service.
- Responsible for daily payment drop box pick up, bank deposits, post office/City Hall mail pick up and drop off.
- Responsible for preparation of BPU Commission board packets including agenda and related documents.
- Address questions from utility customers and other outside agencies and assist with problems, complaints, and service concerns.
- Assist in receiving payments from the public at the counter, drive-thru, and by telephone.
- Scanning and organizing Laserfiche files.
- Monitor BPU incoming emails and respond or forward to appropriate staff.
- Review, approve, and process customer rebates.
- Review, approve, and process customer Electric Service Upgrade rebates.
- Assist with preparation on daily service orders for final readings.
- Assist in the process and maintenance in the collection of bad debts including corresponding with collection agencies.
- Occasional administrative work for Wastewater Supervisor.
- Performs routine office tasks as required.
- Special Projects as assigned.

*The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.*

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## Knowledge, Skills and Abilities

- Working knowledge of BPU's policies and procedures, including safety practices and procedures.
- Demonstrates organizational and time management skills to organize daily work schedule efficiently with the ability to handle multiple interruptions and adjustment of priorities throughout the day without compromising accuracy or efficiency.
- Logical thinker with ability to solve practical problems, applying common sense to interpret and independently carry out detailed instructions in various forms, and an aptitude for math to provide the ability to compile, review, and tabulate financial data.
- Outstanding communication and interpersonal skills and be able to work with customers to answer questions and provide service in a professional manner.
- Must be able to deal with complaints, difficult situations, and angry individuals. Possesses the ability to effectively gather and present information as well as respond to questions and resolve complaints from the general public, all departments, government officials, and public agencies in a courteous manner; and preserving confidentiality of account and credit information relating to customer accounts.
- Require knowledge and understanding of BPU accounting and billing systems and practices related to customer accounts.
- Proficient in the use of PC's and relevant software packages, knowledge of basic office equipment, as well as accounting and clerical procedures; accurately managing files and records; possess ability to create spreadsheets, compose correspondence, reports, and documents.

## Education, Experience and Special Requirements

- High school diploma or GED
- Completion of office practices and/or general accounting courses, and/or equivalent combination of related education and experience.
- One or more years of utility related experience desired.
- Valid MN driver's license

## Physical Requirements

This work requires the occasional exertion of up to 25 pounds of force; work regularly requires speaking and hearing, using hand to finger, handle or feel and repetitive motions, frequently requires sitting and occasionally requires standing, walking, reaching with hands and arms, pushing or pulling and lifting; work has standard vision requirements; vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels; work requires preparing and analyzing written or computer data, operating machines, operating motor vehicles or equipment and observing general surroundings and activities; work is generally in a moderately noisy location (e.g. business office, light traffic). Employee is not required to work in adverse weather conditions.

***This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer, as the needs of the employer and requirements of the job change.***

**Last Revised: May 26, 2023**



## Facilities Custodian

Department: Brainerd Public Utilities (BPU)

FLSA Status: Non-Exempt

### General Definition of Work

The Facilities Custodian job classification is a union position, under the general supervision of the Accounting Supervisor, who provides a full range of all custodial services at all BPU facilities.

### Qualification Requirements

*To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or abilities required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

### Essential Functions

- Responsible for custodial services at Service Center and at all other BPU facilities, including development of comprehensive building custodial services schedule and inspections of facilities and equipment.
- Dust all open areas on desks, counter, file cabinets, shelves, and window ledges and shades.
- Clean windows, doors, carpets, and walls as needed.
- Clean all conference tables, break room tables, kitchen counters, sinks, and microwaves. Clean the front of all cupboards, waste receptacles and refrigerator; polish furniture and fixtures as needed.
- Vacuum all rugs and carpet including the entrances and furniture as needed.
- Empty, clean, and sanitize waste/recycle receptacles as needed.
- Sweep, mop, and scrub all floors as needed.
- Clean and disinfect bathroom counters, sinks, towels, and soap dispensers, the front of the waste receptacles, toilets/urinals, handrails, stall walls/doors and clean the mirrors; treat toilets; restock restroom supplies.
- Maintains custodial supplies.
- Prepare for and clean up after Commission/Public meetings.
- Performs related tasks as assigned.

# Facilities Custodian

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### Knowledge, Skills and Abilities

- Thorough working knowledge of methods, materials, and equipment used in custodial work.
- Ability to learn to use a variety of custodial equipment, supplies and materials. (Floor buffer, vacuum, carpet steamer and other associated equipment)
- Ability to understand hazards associated with a variety of cleaning supplies.
- Thorough knowledge of the occupational hazards of the work and necessary safety precautions to comply with BPU and OSHA safety requirements.
- Ability to submit time electronically via Employee Self Service (ESS).
- Ability to establish and maintain effective relationships with customers, associates, and the public.
- Ability to work independently in the absence of supervision.

### Education and Experience

- High school diploma or GED
- Three years of custodial experience or equivalent combination of education and experience.
- Valid MN driver's license.

### Physical Requirements

This work requires the regular exertion of up to 25 pounds of force, frequent exertion of up to 50 pounds of force and occasional exertion of up to 100 pounds of force; work requires standing, walking and using hands to finger, handle or feel and occasionally requires speaking or hearing, stooping, kneeling, crouching or crawling, reaching with hands and arms, pushing or pulling and lifting; work requires standard, close, and distance vision; vocal communication is required for expressing or exchanging ideas by use of measuring devices, operating motor vehicles or equipment and observing general surroundings and activities; work may require exposure to outdoor weather conditions including exposure to extreme hot and cold; work is generally in a moderate noise location (business office with office equipment and light traffic, Hydro, Water Plant, and Wastewater Treatment Plant).

***This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer, as the needs of the employer and requirements of the job change.***

Last Revised: May 30, 2023