



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Director of Management Information Services
REPORTS TO: General Manager

STATUS: Exempt / Non-union
RANGE: 52

POSITION SUMMARY: The Director of Management Information Systems is an executive management position accountable for leading, planning and directing the Management Information Services division in accordance with the mission, core values, policies and procedures established by the Board of Directors and General Manager. This position is accountable for the successful operations of the Accounting/Finance, Information Technology and Billing and Meter Reading departments in a cost effective and efficient manner. The primary responsibility in this position is to provide exemplary leadership to effectively meet the accounting and information systems needs of the organization.

This position serves as one of top management positions that form the General Manager's Executive Management Team. This team conducts short and long range planning, coordinates activities among divisions and formulates policies for the Board's consideration as well as approving administrative procedures. General instructions are received from the General Manager establishing problem definitions and timing requirements. Work requires numerous contacts with all utility divisions, various outside public municipal and regulatory organizations, companies and other utilities. Work performance is reviewed for the effective functioning of the division, for the accomplishments of division objectives within budget constraints and for the effective and efficient management of financial and human resources. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Demonstrates and models exemplary leadership to all employees.
4. Evaluates the overall operation of the division including: systems, productivity, staffing requirements and establishing and achieving goals.
5. Assumes fiscal responsibility by participating in the preparation of and operating within an approved annual budget for each assigned division and/or department.
6. Provides a positive, inspiring and motivating work environment for staff.

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7. Delegates challenging and meaningful responsibilities to staff to ensure their on-going development and success.
8. Supports, coaches and counsels staff to ensure a productive and efficient team environment.
9. Promotes and maintains open and effective communication with staff. Conducts regular and impromptu staff meetings to share information.
10. Promotes and supports on-going education and training of staff to ensure the highest quality performance standards to meet the changes in a dynamic utility industry.
11. Conducts Performance Appraisals on schedule, as needed and/or required; monitors and evaluates employee performance; collaboratively establishes goals and performance improvement plans.
12. Documents personnel actions according to policies and procedures with the guidance of the HR manager.
13. Plans and conducts orientation of new employees.
14. Meets with division managers to develop strategies, tactics and implementation plans to accomplish the goals of the division and to provide the necessary support services to other divisions and departments.
15. Openly and effectively collaborates and communicates with other division directors and managers to identify and solve problems and to coordinates resources. Provides training and facilitation to divisions regarding new systems and applications.
16. Provides vision, direction and training opportunities to staff to implement new technologies, to increase productivity, and to improve management's ability to respond to changing circumstances and industry trends.
17. Develops new job descriptions as needed and reviews current job descriptions annually.
18. Maintains confidentiality of organizational and staff information.
19. Recognizes contributions and celebrates small and big individual and team accomplishments.
20. Effectively administers budget and management practices.
21. Oversees SUB banking relationships and banking service evaluations.
22. Administrates SUB's Pension and Deferred Compensation Plans; facilitates SUB's Pension Committee including analyzing investment alternatives; acting liaison for pension structure changes and compliance with SUB attorneys.
23. Ensures compliance of SUB work rules, policies, procedures and safety practices.
24. Leads, motivates and collaborates with the Information Technology staff to:

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- a. Oversee technical expertise to analyze and implement information systems
 - b. Oversee technical advisory support to all divisions, departments and staff
 - c. Support efficient and effective operations of computer hardware and software resources
 - d. Oversee the identification, evaluation and implementation of new technologies to achieve business objectives and goals to meet the Accounting and Information Technology needs of the operating divisions of SUB
 - e. Ensure that business systems are maintained, developed and purchased to maximize efficiency and effectiveness
 - f. Coordinate the integration of all business systems throughout the organization
24. Leads, motivates and collaborates with the General Accounting Manager to:
- a. Provide financial and budget reporting information necessary for managerial control of SUB's operations
 - b. Provide cost analysis as requested by SUB managers in other departments
 - c. Ensure compliance with standard accounting policies and procedures, and implement internal controls to safeguard SUB's assets
 - d. Manage the payroll and accounts payable systems for employees and vendors to ensure accurate and timely payroll and payments
 - e. Make short-term investments for uncommitted funds of SUB and monitor the long-term debt structure
 - f. Ensure management reports are timely, accurate, succinct and meets customer needs
 - g. Coordinate SUB's annual audit process and fiscal affairs of the Board in accordance with the Minimum Standards for Audits of Oregon Municipal Corporations as prescribed by law.
25. Leads, motivates and collaborates with the Meter Reading and Billing Manager to:
- a. Ensure water and electricity meters are read in a timely manner and with a high degree of accuracy
 - b. Ensure customer bills are processed timely and accurately Ensure customer concerns and questions are handled efficiently
 - c. Review mail service agreements and other contracted service agreements to ensure compliance with agreed upon standards
27. Makes presentations to the Board of Directors as requested by the General Manager.
28. Develops short and long-range strategies to ensure SUB's information, accounting and operating needs are met through the most appropriate systems, programs and technologies.
29. Attends Board meetings, as requested, and represents SUB to other agencies and professional organizations on related matters, as directed by the General Manager.
30. Remains active in the Springfield Community as it relates to SUB business
31. Ensures compliance of SUB work rules, policies, procedures and safety practices.
32. Maintains reliable and predictable attendance.

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Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- General Accounting Manager, Meter Reading and Billing Manager, Database Administrator, Senior Analyst for Utility Information Systems, Network Engineer, Systems Administrator, Application Support Analyst

MINIMUM QUALIFICATIONS

Experience

- Minimum of ten years related management experience with a minimum of five years in a management/supervisory position in an Information Technology and/or Accounting or Finance division, preferably management experience in both areas; emphasis in Accounting is preferred.

Knowledge, Skills & Abilities

- Advanced knowledge of, and proficiency with Generally Accepted Accounting Principles, Generally Accepted Audit Standards and Governmental Accounting Standards Board Standards.
- Proficiency with job order cost accounting systems; financial management systems; local area networks, object-code programming languages, productivity benchmarking, personal computer business software and applications is desired

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- In-depth project management experience related to successfully acquiring and installing new applications that meet user requirements including: data model development, system/process design, gap analysis, procurement, negotiations and completion evaluations
- Excellent leadership skills to coach, motivate and inspire staff to perform at their best
- Ability to model and promote an effective and inclusive team culture
- Excellent vision and strategic planning
- Excellent project management, problem solving and decision making
- Effective time management skills to achieve goals and meet deadlines
- Excellent organizational and interpersonal skills
- Ability to communicate effectively orally and in writing
- Ability to establish and maintain positive relationships with all levels of the organization
- Intermediate proficiency in personal computers, including all Microsoft Office applications
- Extensive knowledge of financial management systems
- Ability to manage difficult and challenging situations with professionalism

Education

- Bachelor's degree in information systems, accounting, business administration, finance, or computer science
- Master's degree in applicable discipline preferred
- Certified Public Accountant required

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Ability to concentrate on a task over a period of time without being distracted.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **COMMUNICATION:** Ability to discern and understand information and ideas presented by others in person, by phone, and in writing. Ability to communicate accurate, concise and clear information with others in person, by phone, and in writing.
- **WORKER MOBILITY:** This position is mostly sedentary; however, must be able to: navigate and move around the office environment on carpeted and hard surfaces; access files, open cabinets and bend or stand as necessary to file or access files; occasionally ascends/descends stairs as needed; move from one work site to another as needed for meetings.

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- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Operates a computer and other office equipment, such as calculator, copier, printer and scanner; may occasionally reach overhead for supplies.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printers as well as office cleaning supplies.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, printers, fax, typewriter and other office equipment.

Revised: September 14, 2020