

TO: Board of Estimates

FROM: Susan J. Gafner, Human Resources

DATE: July 15, 2016

SUBJECT: Customer Service Manager to Accountant 4

Water Utility General Manager Thomas Heikkinen and Water Utility Financial Manager Robin Piper are seeking to delete the vacant Customer Service Manager (CG18/R11) position (#1870) and recreate it as an Accountant 4 (CG18/R12). The recreated position will be responsible for supervising 4 positions, 2 of which are Accountant 2 positions and an Account/Computer Specialist and an Accounting Clerk 3 position. This request was triggered by the previous Finance Manager leaving the position on July 7th, 2015. The duties and responsibilities of supervising and managing the Finance Section of the Madison Water Utility are currently being performed by the Water Utility Financial Manager. Upon reviewing the proposal and justification submitted by the Water Utility, I recommend that the vacant position of Customer Service Manager (CG18, R11) be deleted and recreated as an Accountant 4 (CG18, R12) position in the Water Utility.

The Water Utility Financial Manager has the responsibility of managing the Customer Service Section, the Meter Shop, as well as the Finance Section which includes a total of 20 staff positions. In the past, there has been a Customer Service Supervisor to oversee the administrative staff providing customer support and the Finance section reported directly to the Financial Manager. However, the current Financial Manager would prefer a higher-level Accountant to help with the complex accounting needs of a public utility and the Financial Manager will maintain direct supervision over the customer service section. The Accountant 4 position would help to manage the work load for the Finance section of the Water Utility. In addition to overseeing staff, the Accountant 4 will be responsible for high-level accounting tasks such as working closely with the Financial Manager in preparing and justifying rate cases for the Public Service Commission. The Accountant 4 will also be a resource for lower-level staff in addressing complex accounting issues that arise. This position will also be responsible for coordinating activities relating to the annual audit. These duties are consistent with the classification of Accountant 4. While maintaining overall responsibility for the finances, the addition of this position will allow the Financial Manager to dedicate necessary time to the other units as well. The Water Utility plans to fund this new position through salary savings from the position being vacant for the past year.

Based on the analysis, I recommend the position of Customer Service Manager in (CG18, Range 11), position (#1870) be deleted and recreated as Accountant 4 (CG18, Range12) in the Water Utility Operating Budget. The necessary resolution to implement this recommendation has been drafted.

Editor's Note:

Compensation Group/Range	2016 Annual Minimum (Step 1)	2016 Annual Maximum (Step 5)	2016 Annual Maximum +12% longevity
18/11	\$66,654	\$80,321	\$89,960

18/12	\$69,731	\$84,184	\$94,286
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cc: Thomas Heikkinen-Water Utility General Manager
Robin Piper-Water Utility Financial Manager
Mike Lipski—HR Services Manager