



City of Milford
Cash Operations and Revenue Supervisor
Pay Grade: 10

Employment Status: Full- Time

FLSA Status: Exempt

Experience Required: At least five (5) years' progressive experience in a supervisory capacity in either of (1) a county or municipal government operating public utilities, or (2) a billing, customer service, cash/revenue management or accounting division of a private utility service company; comparable training and experience may be substituted for the minimum qualifications. NIMS (National Incident Management System) ICS-100, ICS-200, ICS- 300 training; FEMA IS-700, FEMA IS-800 training; must pass pre-employment testing for substance abuse and criminal background; possession and retention of a valid motor vehicle operator's license issued by the State of Delaware is required.

Minimum Education Requirements: Bachelor's Degree in Accounting, Finance, Economics, Business Management or related field.

Direct Supervisor: Finance Director

Supervisory Responsibility: Staff of 8-12 full-time equivalent employees

Primary Work Location: Office setting

Job Summary: The Cash Operations and Revenue Supervisor is responsible for supervising, planning, and coordinating the activities of 8-12 full-time equivalent employees to ensure exceptional customer service and the effective execution of key accounting functions. This role oversees city-wide tax and utility revenue billing, accounts receivable, cash operations, bank reconciliations, utility consumption and revenue reporting, variance analysis, and supports property tax and utility revenue forecasting and budgeting. The Supervisor also leads interdepartmental utility budgeting and assists in departmental overhead cost allocation.

In terms of management and leadership, the Supervisor develops and leads teams within the Cash Operations/Service Division and the Tax and Utility Billing Division, fosters peer-to-peer cross-training and professional development among staff, and schedules and manages part-time and temporary staff to meet seasonal demands and special projects. The Supervisor also leverages information systems to implement data-driven performance indicators that guide operational decisions and identify efficiency opportunities.

The Supervisor is committed to driving customer service excellence by creating and implementing policies and procedures that enhance efficiency and accuracy. They promote staff expertise and continuity through training, coaching, and rotational assignments, and ensure clear communication, courteous interactions, and professional service for both residents and commercial/industrial customers.

The Cash Operations and Revenue Supervisor is dedicated to the mission, vision, and values of the City, demonstrating ethical conduct, community stewardship, individual initiative, and responsive service. This role exemplifies strong leadership, effective communication, sound decision-making, and accountability while fostering collaboration and the optimal use of team resources.

Supervision Received: Work is performed under the general supervision of the Finance Director.

Essential Job Functions: An employee in this position may be called upon to do any or all of the following essential duties:

- **Fiscal & Accounting Functions:** Manages a variety of fiscal and accounting functions,

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including general accounting, tax and utility revenue billing, accounts receivable, cash management/collections, and overhead cost allocations.

- **Staff Supervision & Performance Management:** Supervises and evaluates assigned staff, addressing employee concerns through counseling and discipline as needed.
- **Performance Appraisals:** Completes performance appraisals for assigned staff.
- **Professional Development:** Coordinates professional development activities for staff.
- **Operating & Financial Reporting:** Reports operating data and financial information accurately and on schedule; prepares and provides internal and external operating and financial reports.
- **Budget & Ledger Management:** Monitors the departmental general ledger and budget.
- **Account Analysis:** Conducts account reviews and analyses to ensure financial accuracy.
- **Bank Reconciliation Support:** Contributes to the preparation of monthly bank reconciliations.
- **Records Management:** Maintains and directs the organization, archiving, and retention of working and official department files, including customer account records and data per policy.
- **Professional Participation:** Attends meetings, conferences, and training to stay current on trends and innovations in property tax and assessment administration, public utility management, finance, budget, and accounting; participates in special projects, committees, task forces, and work groups as assigned.
- **Other Duties:** Performs related work as assigned.

Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- Computer system applications related to municipal and public utility accounting, budgeting, and finance as well as Microsoft Office.
- Municipal programs, public utility, and service delivery systems.
- General principles of employee supervision as well as a commitment to learning and understanding the City of Milford Personnel Policy.

Skills

- Analyzes, evaluates, and reconciles complex financial data to arrive at accurate conclusions and recommendations.
- Understands, interprets, and applies laws, rules, regulations and ordinances and apply complex guidelines affecting the section activities; understands the implications of governmental accounting rules and regulations to inform the establishment and maintenance of the translation of revenue metering, utility billing, cash operations and utility field services to the City's general ledger and financial accounting activities; interprets and explains city accounting policies and procedures.
- Works quickly and accurately to meet deadlines.
- Deals with and resolves problems for the public.
- Reacts immediately to the changing demands of the City's residential, commercial, and industrial utility consumers and ratepayers.

Abilities

- Establishes and maintains an effective working relationship with the City Manager, elected City Officials, other department heads, other City employees, vendors, customers, other governmental agencies, and the general public.
- Exercises sound, independent judgment within established ordinances and guidelines.
- Coordinates multiple projects simultaneously; diagnoses operational problems and takes effective courses of action.



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- Communicates clearly, manages results and leads organizational change.
 - Maintains complex financial records; analyzes and prepares reports.
 - Expresses ideas clearly and concisely, both verbally and in writing.
 - Develops, supervises, and evaluates staff effectively and timely.
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Signatures / Date

- I have read the job description for my position. I understand and accept the requirements as stated.

- I have read the job description for my position. I would like to have a second review of the job description with my manager and human resources.

Department Director _____

Employee _____

Human Resources Director _____