

Avon Lake Board of Municipal Utilities

**AGENDA**

For

**WORK SESSION**

**Tuesday**

**November 1, 2016**

**6:30 PM**

1. Call to Order
2. Recent Ordinances
3. Adjourn

Avon Lake Regional Water  
**MEMORANDUM**

To: **Board of Municipal Utilities**

From: **Todd Danielson**

Subject: **Agenda Items – Work Session November 1, 2016**

Date: **October 28, 2016**

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Item 2: **Recent Ordinances – TAD**

At its October 4, 2016, meeting, the Board moved to request the Council exclude Avon Lake Regional Water staff members from temporary legislation 10731 item (d) and 10735 because there was an inadvertent error in the way the legislation was written. The intent of the legislation was to provide non-bargaining employees in Avon Lake with similar benefits to bargaining employees regarding the ability to cash in sick leave each year (10731) and an incentive for having relevant degrees beyond the requirements of the job (10735). However, neither of those benefits are part of our collective bargaining agreement with the local 1-865. The way the legislation was written, it would have provided those benefits to both the non-bargaining and bargaining employees of Avon Lake Regional Water.

The Board moved to request the Council to exclude all Avon Lake Regional Water employees. The temporary legislation was then modified to specifically grant the benefits only to non-bargaining employees, which I emailed to you on October 7, 2016, with the statement that I was not going to follow up on the Board's motion, unless a member requested me to do so.

I am presenting the approved ordinances during a work session so that they may be reviewed and discussed. The Board may consider rescinding its 10/4/16 motion at a subsequent meeting.

BY: Mr. Shondel

TEMP NO: 10731R

ORDINANCE NO. 129-2016

AN ORDINANCE AMENDING CODIFIED ORDINANCE  
SECTION 260.03 SICK LEAVE.

WHEREAS, the Human Resources Committee recommended amending Codified Ordinance Section 260.03, Sick Leave, to make non-bargaining unit employee benefits consistent with the bargaining unit contracts, and

WHEREAS, Council coming now to consider said recommendation approves it in full, now therefore;

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF AVON LAKE,  
STATE OF OHIO:

Section No. 1: That Codified Ordinance Section 260.03 is hereby amended as follows:

260.03 SICK LEAVE.

Sick leave shall be provided to each full-time non-bargaining employee in accordance with State law and this section.

(a) Sick Leave Accumulation.

(1) Each full-time non-bargaining employee shall be advanced five days of immediate sick leave credit which will be charged against the first four months of his or her accumulation of sick leave.

(2) Sick leave shall be accumulated at the rate of one and one-fourth days per month. For full-time non-bargaining members of the Fire Department employed on a twenty-four hour shift basis, one day equals a twelve-hour shift.

(3) The accumulation of sick leave is unlimited.

(4) Any full-time non-bargaining employee who has been employed with another public agency or political subdivision shall be credited with the unused balance of his or her accumulated sick leave from such public agency or subdivision.

(5) The previously accumulated sick leave of a full-time non-bargaining employee who has been separated from public service shall be placed to his or her credit upon his or her re-employment, provided that his or her employment takes place within ten years of the date on which the employee was last terminated from public service, unless the employee has elected to receive termination pay for such sick leave.

(b) Granting of Sick Leave.

(1) Each non-bargaining employee shall furnish a written and signed statement on forms prescribed by Council to justify the use of sick leave. Such form will be made available by the department head and shall be submitted to the department head when completed by the employee.

(2) Sick leave may be used due to personal illness, pregnancy, injury and exposure to contagious disease which could be communicated to others, and for absence due to illness, injury or death in the employee's immediate family. As used in this paragraph, "immediate family" means the father, mother, brother, sister, husband, wife, child, ~~and~~ grandparent of the employee ***and/or his or her spouse, grandchild, step parent, step child, step brother, and step sister.*** It does not provide extended leave for chronic illness within the immediate family.

(3) If medical attention is required, or if the absence exceeds five consecutive days, a certificate stating the nature of the illness from a licensed physician may be required to justify the use of sick leave. The appointing authority or his or her designee in the employee's department may request such certificate.

***(4) In the case of pregnancy and/or childbirth of the employee and/or spouse, the employee may utilize a maximum of five (5) days without a certificate from a licensed obstetrician, gynecologist, midwife, obstetric or gynecological nurse practitioner. If the employee, spouse, or child develops medical complications associated with the pregnancy, childbirth, or recovery from said pregnancy, additional days of sick leave may be used upon the filing of a medical excuse signed by a licensed obstetrician, gynecologist, midwife, obstetric or gynecological nurse practitioner that details the nature of the illness, complications or incapacitation associated with said pregnancy and/or birth. Medical information provided by the employee will be consistent with state and federal laws concerning personal medical information.***

(5)(4)—Full-time ***non-bargaining*** members of the Fire Department who are employed on a twenty-four hour shift basis shall be charged for sick leave at the rate of one day for absence from a twelve-hour work shift and shall be charged at the rate of two days for absence from a twenty-four hour work shift.

(c) Payment for Unused Sick Leave Upon Retirement.

(1) A full-time ***non-bargaining*** employee, at the time of acceptance for retirement by the Public Employees Retirement System, the Police Pension or the Fire Pension, if he or she has ten or more years of full-time service as an employee of the City, and if his or her retirement is within ninety days of his or her last day of service with the City, may elect to receive termination pay.

(2) Each full-time ***non-bargaining*** employee who qualifies shall receive ~~twenty-five~~ ***fifty*** percent of his or her accumulated sick leave credit up to a maximum of 120 days. Payment shall be based on the daily rate of pay at the time of retirement and shall not exceed thirty days of accumulated unused sick leave.

(3) Each full-time non-bargaining unit employee in the Municipal Utilities Department who qualifies shall receive 50% of his or her accumulated sick leave credit up to a maximum of 120 days. Payment shall be based on his or her daily rate of pay at the time of retirement and shall not exceed 60 days of accumulated unused sick leave.

(4) Payment under this subsection shall eliminate all sick leave credit.

(5) No employee shall receive more than one such payment.

(6) If termination is because of death, such remaining accumulated sick leave pay shall be paid to the surviving spouse or dependent children in the order named or to the executor or administrator of the estate.

(7) A non-bargaining employee whose date of employment is prior to December 22, 1980, will not be governed by paragraph (c)(2) hereof. Such employee will receive all accumulated sick leave up to a maximum of 120 days.

~~(d) (1) Certain non-bargaining unit employees in departments covered by the PACE Local 5-836-1 Agreement shall be permitted to convert up to 120 hours of accumulated sick leave to cash.~~

~~(2) Said conversion of sick leave shall be paid at the employee's current rate of pay on the basis of two hours of sick leave for one hour of pay.~~

~~(3) The conversion of sick leave must be requested in writing on a City form between November 1 and November 30 of each year.~~

~~(4) The conversion shall be paid by December 31 of the same year.~~

~~(Ord. 135-91. Passed 10-14-91; Ord. 242-04. Passed 11-8-04; Ord. 163-08. Passed 12-8-08.)~~

***Any full-time non-bargaining employee may elect each year to have the employer buy back a maximum of one hundred and twenty (120) hours of sick time for the current year. A written request must be completed by the employee to do so and be submitted to the Employer no later than December 15 of the year of the actual conversion. The employee shall specify in writing the number of sick days to be converted. The rate of conversion will be one (1) day of pay at the employee's regular rate for each two (2) days of sick leave converted. The conversion will result in the employee having his sick leave account reduced by the number of sick leave days converted. Converted hours will not count as "hours worked" in the week paid out for the purpose of calculating overtime, and the leave converted under this program is done on the last in, first out basis.***

***The employee will receive the payout no later than the first pay day of the next year. No employee shall be permitted to convert any more leave than he would otherwise earn in a calendar year less any leave earned and used in the calendar year.***

Section No. 2: That it is found and determined that all formal actions of this Council concerning and relating to the adoption of this Ordinance were adopted in an open meeting of this Council and that all deliberations of this Council and any of its committees which resulted in such formal actions, were in meetings open to the public, in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

Section No. 3: That this Ordinance shall be in full force and effect from the earliest period allowed by law.

1<sup>st</sup> reading: 9/12/16

2<sup>nd</sup> reading: 9/26/16

3<sup>rd</sup> reading:

PASSED: 10/11/16

Marta Daniels  
President of Council

POSTED: 10/14/16

10/12/16  
Approved

ATTEST: Barbara Dapp  
Clerk of Council

Hugo J. Zilka  
Mayor

BY: Mr. Shondel

TEMP NO: 10735R

ORDINANCE NO. 133-2016

AN ORDINANCE AMENDING CODIFIED ORDINANCE  
SECTION 260.15 EDUCATIONAL INCENTIVE COMPENSATION.

WHEREAS, the Human Resources Committee recommended amending Codified Ordinance Section 260.15 Educational Incentive Compensation to make non-bargaining unit employee benefits consistent with the bargaining unit contracts, and

WHEREAS, Council coming now to consider said recommendation approves it in full, now therefore;

BE IT ORDAINED BY THE COUNCIL OF THE CITY OF AVON LAKE,  
STATE OF OHIO:

Section No. 1: That Codified Ordinance Section 260.15 is hereby amended as follows:

260.15 EDUCATIONAL INCENTIVE COMPENSATION.

~~(a) Any full time employee of the City (with the exception of the Municipal Utilities Department) who has attained the minimum of an Associates Degree in an area directly related to the job he or she is performing is entitled to additional compensation of three hundred dollars (\$300.00) per year while in the employ of the City. The Chief of Fire shall receive compensation equal to the education incentive rate in the current International Association of Fire Fighters Local 1361 bargaining agreement. *The Police Chief shall receive compensation equal to the educational incentive rate in the current bargaining agreement for the FOP Lodge #25, Avon Lake Division.* Such compensation shall be paid on the first day of June of each year, commencing June 1, 1983. The determination as to whether or not the Degree is eligible for the educational incentive compensation shall be made by the department head, the Human Resources Committee and Council. There shall be no educational incentive compensation paid for additional education when such education is a requirement of the job.~~

~~—(b) Such compensation shall not be paid until such time as the employee furnishes to his or her department head a certificate from an accredited educational institution evidencing that the employee has satisfactorily completed all the requirements necessary to be granted the minimum of an Associates Degree by such educational institution. Copies of such certificate shall be forwarded to the Director of Finance and shall be filed with the employee's permanent records.~~

~~—(c) The City shall not reimburse an employee for expenses incurred in obtaining such Degree, such as tuition, books, fees, travel expenses, etc., nor shall the City compensate such employee for time expended by him or her in attending such educational institution. The department head is not authorized to allow the employee time off from his or her regularly assigned job in order to attend such educational training. Such training shall be accomplished on the employee's own personal time.~~

~~(d) Any full time employee who is serving within his or her initially hired probationary period is not entitled to such educational incentive compensation, whether or not he or she has a qualified degree.~~

~~(Ord. 135-91, Passed 10-14-91; Ord. 108-04, Passed 5-10-04.)~~

~~(b) Full-time non-bargaining employees who have attained an Associate's Degree in an area directly related to the job the employee is performing shall be entitled to additional compensation of \$450.00 per year while in the employ of the City. Such compensation shall be paid the first pay day in June each year.~~

~~(c) Full-time non-bargaining employees who have attained a Bachelor's Degree in an area directly related to the job the employee is performing shall be entitled to additional compensation of \$500.00 per year while in the employ of the City. Such compensation shall be paid the first pay day in June each year.~~

~~(d) Full-time non-bargaining employees who have attained a Master's Degree in an area directly related to the job the employee is performing shall be entitled to additional compensation of \$750.00 per year while in the employ of the City. Such compensation shall be paid the first pay day in June each year.~~

~~(e) Full-time non-bargaining employees who have attained a Doctorate Degree in an area directly related to the job the employee is performing shall be entitled to additional compensation of \$1000.00 per year while in the employ of the City. Such compensation shall be paid the first pay day in June each year.~~

~~(f) Such compensation may not be cumulative with payment for the highest degree earned. The determination as to whether an employee is eligible for the Education Incentive shall be made by the Mayor and the Human Resource Director. There shall be no educational incentive compensation paid for additional education when such education is a requirement for the job.~~

~~(g) Such compensation shall not be paid until such time as the employee furnishes to his department head a certificate from an accredited educational institution evidencing that the employee has satisfactorily completed all requirements necessary to be granted a degree by said educational institution. Copies of said certificates shall be forwarded to the Finance Department and shall be filed with the employee's permanent records.~~

~~(h) Any full-time non-bargaining employee who is serving a probationary period shall not be entitled to such educational incentive benefit, whether or not the employee has a degree. An employee serving a promotional probationary period shall be entitled to payment~~

Section No. 2: That it is found and determined that all formal actions of this Council concerning and relating to the adoption of this Ordinance were adopted in an open meeting of this Council and that all deliberations of this Council and any of its committees which resulted in such formal actions, were in meetings open to the public, in compliance with all legal requirements, including Section 121.22 of the Ohio Revised Code.

Section No. 3: That this Ordinance shall be in full force and effect from the earliest period allowed by law.

1<sup>st</sup> reading: 9/12/16

2<sup>nd</sup> reading: 9/26/16

3<sup>rd</sup> reading:

PASSED: 10/11/16

Martin J. Small  
President of Council

POSTED: 10/14/16

10/12/16

Approved

ATTEST: Barbara Dopy  
Clerk of Council

Margery J. Ziller  
Mayor

Avon Lake Board of Municipal Utilities

**AGENDA**

For

**Tuesday**

**November 1, 2016**

**Immediately Following Work Session**

1. Call to Order
2. General Matters
  - A. Approve Minutes
  - B. Public Speakers (*3 minutes each*)
  - C. Correspondence
3. Expenditures
4. Amendment to Brown and Caldwell Agreement
5. Customer Service Positions
6. Informational Items
  - A. Reports/Updates
    - 1) Step Increase
    - 2) Software Updates
    - 3) Lateral Loan Program
    - 4) Chairman/Committee/Member Reports
    - 5) CUE Report
  - B. Miscellaneous
7. Public Speakers
8. Adjourn

Avon Lake Regional Water  
**MEMORANDUM**

To: **Board of Municipal Utilities**

From: **Todd Danielson**

Subject: **Agenda Items – November 1, 2016**

Date: **October 28, 2016**

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**Item 4: Amendment to Brown and Caldwell Agreement – TAD**

At its March 1, 2016 meeting, the Board authorized the CUE to execute an agreement with Brown and Caldwell for a collection system evaluation for a not-to-exceed fee of \$425,000, which included up to 4 months of monitoring the collection system's flow at 25 locations. Due to the drought this summer, insufficient rain data was collected during the 4-month timeframe. Staff negotiated with Brown and Caldwell to extend the flow monitoring for an additional 2.5 months for a total of \$56,000. (The original monthly rate was \$40,000.) Staff requests the Board authorize an amendment so that other aspects of the project do not need to be reduced.

The project aligns with one of our strategic initiatives: Water Quality Enhancement, as it is necessary for our combined sewer separations and adhering with our Long-Term Control Plan (LTCP). Additionally, it is in line with the Principles:

- ◆ Provide quality, affordable water services.
- ◆ Exercise fiduciary responsibility.

The study is being completed in order to make decisions regarding the best approach for the 45s and helping us determine whether we will need to design and construct offline storage in order to achieve the requirements set forth in our LTCP.

*Recommended motion:*

*I move to authorize the CUE to amend the agreement with Brown and Caldwell and increase the not-to-exceed fee by \$56,000.*

**Item 5: Customer Service Positions – TAD**

At the last meeting, the Board approved new job descriptions. One of the changes made to the job descriptions was increased educational requirements for the Customer Service Representative and the Customer Service Specialist. Upon further reflection, staff requests an "or equivalent" caveat be included in the description for those two positions. The revised descriptions are attached with the following sentence added: "Sufficient additional training and experience may substitute for education requirements." It was indicated that the wage rates for the Customer Service Representative would be the same as the wage rates for the Biller/Bookkeeper II and that the wage rates for the Customer Service Specialist would be the same as for the Biller/Bookkeeper I and the Cashier-Bookkeeper. Unfortunately, Board action was not requested to establish those rates. The motion below does that. As requested at the last meeting, the other job descriptions (Customer Service Clerk and Executive Assistant) have been included for reference.

In making this decision, the Principles that would help guide the Board are:

- ◆ Sustain an empowered, skilled, quality workforce with a commitment to innovation.
- ◆ Exercise fiduciary responsibility.

*Recommended motion:*

*I move to approve the revised job description for the Customer Service Representative, along with the following hourly wage rates:*

Step 1A	Step 1B	Step 1C	Step 2	Step 3	Step 4	Step 5
\$19.56	\$20.95	\$22.76	\$24.03	\$25.38	\$26.76	\$28.09

*I further move to approve the revised job description for the Customer Service Specialist, along with the following hourly wage rates:*

Step 1A	Step 1B	Step 1C	Step 2	Step 3	Step 4	Step 5
\$21.63	\$22.92	\$24.85	\$26.21	\$27.63	\$29.20	\$30.95

**Item 6A1: Step Increase – TAD**

Kristin Gomez will satisfactorily complete her one-year probationary period as Biller/Bookkeeper II on November 12, 2016. By information item and notation in the minutes, Ms. Gomez will be recognized as a permanent employee and her wage rate be moved from Step 1B to Step 1C.

**Item 6A2: Software Updates – TAD**

Both the City's new purchase order system and our new customer information system are up and running. Staff is learning how to use the new systems and working to address minor issues. We hope to be able to respond to some of the Board's previous requests and provide different financial information as we learn the new purchase order system better.

Regarding the customer information system (Muni-Link), as of midday Thursday, October 27, 2016, 556 customers have paid their bill by ACH (either by themselves online or with our assistance) and 147 have paid by credit card. Credit card payments are down an order of magnitude from before the switch, as would be expected. Current ACH users are lower than from before the switch, but we expect that to increase significantly leading up to the next billing cycle. Also, we will be sending out fewer second notices than were sent out for the June bill.

**Item 6A3: Lateral Loan Program – TAD**

Since the last Board meeting, there have been no new agreements for the Lateral Loan Program. The total remains at seventeen properties, with \$49,550 committed so far. Members asked to have included how much money has been expended. With the updates to the software systems, this should be easily able to be tracked and will be included in the future.

Board of Municipal Utilities  
**Work Session Minutes**  
**October 18, 2016**  
201 Miller Road  
Avon Lake, Ohio

The work session was called to order at 6:00 PM.

Present: Mr. Berner, Mr. Rush, and Mrs. Schnabel. Mr. Rickey arrives at 6:15 PM.

Also present: Councilmember Fenderbosch, Chief Utilities Executive Danielson, and Chief of Utility Operations Eberle.

**AIS**

CUO Eberle walked Board members through a spreadsheet he had provided to them regarding how the Storage Improvements Project is complying with the American Iron and Steel Act. In preparing the specifications for this project, the wrong iron and steel requirements were included. This led to several incorrect items being ordered and received before the error was identified. MWH Constructors worked to return items and/or get replacements. MWH Americas worked to redesign aspects of the project to use acceptable items and/or confirm that alternatives would work. Avon Lake Regional Water will be responsible for about \$48,000 in additional expenses. The correct specifications are now being used for any project we believe will receive revolving loan funding.

***Organizational Resiliency***

CUO Danielson stated that one of the strategic plan's initiatives is personnel development and knowledge management. This relates to assuring the staff is prepared for the future—both by preparing for retirements and by having the positions needed. The CUE is working with management to review the entire organizational structure and job descriptions to determine how they should be changed to best prepare for the future. The first areas that are being addressed are the billing and financial areas. Those two areas will be consolidated, with a cross-trained staff able to perform both functions. Draft job descriptions were presented for Customer Service Clerk, Customer Service Representative, and Customer Service Professional, along with a position for an Executive Assistant. Based upon input from the Board, the title of Customer Service Professional was changed to Customer Service Specialist and educational requirements were increased for the Customer Service Representative, Customer Service Specialist, and Executive Assistant.

***Updating Financials***

The CUE presented revenue and expense information for the operating funds through September, indicating that, for the most part, revenues were higher than budgeted and exceeded expenses. In addition to higher revenues, the drought led to high water use (i.e., expenses) in the ETLs, and that, along with the ETL2 easement previously discussed leads the CUE to request additional appropriations in the two ETL budgets. For the Water Fund, additional residuals treatment expenses and personnel expenses

due to water breaks and construction lead to the CUE requesting additional appropriation for that fund as well.

The work session adjourned at 6:35 PM.

Approved November 1, 2016

Timothy Rush, Acting Chairman

Todd A. Danielson, Clerk

Board of Municipal Utilities  
**Regular Meeting Minutes**  
**October 18, 2016**  
201 Miller Road  
Avon Lake, Ohio

***Call to Order – Roll Call***

The meeting was called to order at 6:30 PM.

Present: Mr. Rush, Mr. Rickey, Mr. Berner and Ms. Schnabel.

Also present: Chief Utilities Executive Danielson, Chief of Utility Operations Eberle, Councilmember Fenderbosch.

***Approve Minutes***

Acting Chairman Rush presented the minutes of the October 4, 2016 regular meeting and with no changes, additions or corrections noted, the minutes were ordered to stand and be distributed as presented.

***Public Speakers*** – None.

***Correspondence*** – None.

***Expenditures***

Following review of expenses dated October 18, 2016 for funds and amounts as follows, Mr. Berner moved, Mr. Rickey seconded, that all be approved and paid per budget:

Water Fund 701	\$ 2,883,679.86
Wastewater Fund 721	\$ 201,636.73
MOR Fund 703 ETL1	\$ 164,497.14
MOR Fund 762 ETL2	\$ 332,946.78
LORCO Fund 749	\$ 20,352.71
Water Const 704	\$ 691,919.00

Ayes: Berner, Rickey, Rush, Schnabel

Nays: None

Motion carried.

***Revenue Bond***

Per CUE Danielson's request and discussion at the Board meeting, Mr. Berner moved and Ms. Schnabel seconded to authorize the CUE to work with the finance director to issue wastewater revenue bonds to pay off the Moorewood area sewer separation bond anticipation notes.

Ayes: Berner, Rickey, Rush, Schnabel

Nays: None

Motion carried.

**Additional Appropriations**

Following information presented at the work session, Mr. Berner moved and Mr. Rush seconded to move additional appropriations to the following:

<i>Fund / Account</i>	<i>Amount</i>
<i>Water Fund 701 Personnel</i>	<i>\$90,000</i>
<i>Water Fund 701 Other</i>	<i>\$90,000</i>
<i>ETL1 Fund 703</i>	<i>\$75,000</i>
<i>ETL2 Fund 762 subfund 2</i>	<i>\$300,000</i>

Ayes: Berner, Rickey, Rush, Schnabel  
Nays: None  
Motion carried.

**Compensatory Time for Non-Bargaining Staff**

Mr. Berner moved and Ms. Schnabel seconded to authorize the CUE to establish a compensatory time program for non-bargaining staff similar to that previously approved for bargaining staff.

Ayes: Berner, Rickey, Rush, Schnabel  
Nays: None  
Motion carried.

**New Job Descriptions**

Per discussion at this evening's work session, and with clarification to the Board on the Union's agreement with the change, noting the proper steps to be approved by City Council, Ms. Schnabel moved and Mr. Berner seconded to approve the job descriptions for Customer Service Clerk, Customer Service Representative, Customer Service Professional, and Executive Assistant. Ms. Schnabel further moved and Mr. Berner seconded to approve a \$15/hour to \$30/hour wage range for the Executive Assistant and the following hourly wage range for the Customer Service Clerk:

Step 1A	Step 1B	Step 1C	Step 2	Step 3	Step 4	Step 5
\$12.00	\$13.00	\$14.00	\$15.00	\$16.00	\$17.00	\$18.00

Ayes: Berner, Rickey, Rush, Schnabel  
Nays: None  
Motion carried.

**Reports/Updates**

*Software Updates:* The City has been working through the launch of the new accounting software. The old system has been "turned off" and all information/open purchase orders are being loaded into the new system. New general ledger items have been created. Connection issues between different buildings have been resolved. Once the new system is up and running, new purchase orders from the previous two weeks can be entered. The City is working to resolve outstanding issues because, similar to all other

expenses, none of the expenses the Board is approving at this meeting can be paid until the new system is live.

Similarly, the vendor and staff are working through issues with the launch of the customer information system (Muni-Link). Much of what caused the delays in implementation relate back to the difficulty to convert the data from our previous system. The system will be accessible to customers by the end of the night.

*Lateral Loan Program:* Since the last Board meeting, four additional agreements for the Lateral Loan Program have been executed, bringing the total to seventeen properties, with \$49,550 committed so far. Members asked to have included how much money has been expended. With the updates to the software systems, this should be easily able to be tracked and will be included in the future.

*Chairman/Committee/Members Reports*

Chairman Dzwonczyk requested an update on action items from the previous Board meeting. CUE Danielson will provide an update via email to the Board on all action items.

Mr. Rush requested an action item for the next meeting to revise the motion from the previous Board meeting on non-bargaining employees.

Mr. Rush recommended all further Board meetings where an ordinance is referenced, said ordinance should be provided to the Board for review.

Mr. Rickey reported he was unable to attend the last LORCO Board meeting, but plans to attend the meeting next month.

*CUE Report*

CUE Danielson reported he attended the Sewer Committee meeting. Mr. Danielson reported the City and Avon Lake Regional Water should continue to be proactive in offering help to residents in the affected areas.

***Miscellaneous***

None.

***Adjourn***

As there was no further business, Mr. Berner moved, Mr. Rickey seconded, that the meeting adjourn at 7:31 PM.

Ayes: Berner, Rickey, Rush, Schnabel

Nays: None

Motion carried.

Approved November 1, 2016

Timothy Rush, Acting Chairman

Todd A. Danielson, Clerk

10/28/16

**Avon Lake Municipal Utilities**  
**Water Fund 701 Expenses**  
 November 1, 2016

Name	Amount	Memo	Account
<b>Nov 1, 16</b>			
1. Water Employees	42,882.38	Salaries P/R #22 10/3/16-10/16/16	701 5-180 7-102-...
2. Water Employees	1,676.75	PartTime P/R#22 10/3/16-10/16/16	701 5-180 7-105-...
3. Board of Municipal Utilities	1,541.67	October 2016 Board Salaries	701 5-180 7-105-...
4. Water Employees	2,752.09	Overtime P/R #22 10/3/16-10/16/16	701 5-180 7-106-...
5. Mosher, Gregory	10.00	1 Employee Meal Allowance-LS	701 5-180 7-200-...
6. Gomez, Kristin	10.00	1 Employee Meal Allowance-LS	701 5-180 7-200-...
7. Kral, Kristin	10.00	1 Employee Meal Allowance-LS	701 5-180 7-200-...
8. Water Employees	17,937.50	Longevity P/R #22	701 5-180 7-208-...
9. Federal Express	14.67	Shipping Charges-LS	701 5-180 8-601-...
10. FriendsOffice	125.22	Office Supplies-KK	701 5-180 8-601-...
11. U.S. Bank	339.94	1/2-Lease Pmt-2 Ricoh Copiers-TAD	701 5-180 8-601-...
12. Mississippi Lime Co.	3,119.42	21.13 Tons Lime-SH	701 5-180 8-602-...
13. USALCO	9,528.01	74.39 Tons Alum - SH	701 5-180 8-602-...
14. Active Plumbing Supply	88.80	Maintenance Supplies-RK	701 5-180 8-603-...
15. Discount Drug Mart	34.83	Maintenance Supplies-LS	701 5-180 8-603-...
16. GVS Safety Supplies, Inc.	10.95	Maintenance Supplies-SH	701 5-180 8-603-...
17. Indy Equipment	602.00	Maintenance Supplies-RK	701 5-180 8-603-...
18. Kinzua Environmental Inc.	347.42	Maintenance Supplies - SH	701 5-180 8-603-...
19. Lowe's	524.65	Maintenance Supplies-TAD	701 5-180 8-603-...
20. Swift First Aid Service	29.38	1/2-Svc First Aid Kits@201Miller-RK	701 5-180 8-603-...
21. Swift First Aid Service	61.00	Svc First Aid Kits@WFP-SH	701 5-180 8-603-...
22. Parker Supply LLC.	730.46	Maintenance Supplies-SH	701 5-180 8-603-...
23. BissNuss Inc.	2,308.35	Preventative Maint on 3 Chlorinators-SH	701 5-180 8-607-...
24. BNR, Inc.	28.28	Chlorine System Parts-SH	701 5-180 8-607-...
25. Jack Doheny Supplies Ohio ...	332.50	1/2-Equipment Maintenance-RK	701 5-180 8-607-...
26. Harold Archer & Sons	2,814.50	1/2-400.64 Tons Stone-RK	701 5-180 8-612-...
27. HD Supply Waterworks, Ltd.	445.50	Water Distribution Supplies-RK	701 5-180 8-612-...
28. Heczko Landscaping & Con...	2,440.00	Yard Repairs from Water Breaks-RK	701 5-180 8-612-...
29. Kendera Concrete & Mason...	5,976.00	Drive/Street Repairs-RK	701 5-180 8-612-...
30. E. J. Prescott, Inc.	3,159.00	Water Distribution Supplies-RK	701 5-180 8-612-...
31. SiteOne Landscape Supply	301.62	Yard Repair Materials-RK	701 5-180 8-612-...
32. Westview Concrete Corp.	2,493.30	Street Repairs-RK	701 5-180 8-612-...
33. Agilent Technologies	2,282.40	Lab Supplies-SH	701 5-180 8-615-...
34. Alloway	110.00	Monthly TOC Analysis-SH	701 5-180 8-615-...
35. Scientific Methods Inc.	375.00	LT2 Crypto Samples-SH	701 5-180 8-615-...
36. Fisher Scientific	2,731.78	Lab Supplies-SH	701 5-180 8-615-...
37. Columbia Gas	26.73	GasSvc@WFP Lab 9/19/16-10/17/16-...	701 5-180 8-700-...
38. Columbia Gas	93.15	GasSvc@WA Plant 9/16/16-10/17/16-...	701 5-180 8-700-...
39. Columbia Gas	103.18	GsSvc@WFP Garage 9/16/16-10/17/1-...	701 5-180 8-700-...
40. Columbia Gas	31.77	GasSvc@WFP Aux 9/16/16-10/17/16-...	701 5-180 8-700-...
41. Illuminating Co.	19,020.59	Elect@WaPlant 9/20/16-10/19/16-SH	701 5-180 8-700-...
42. Engle Resources	2,717.18	Mo.Energy Resource Chg-Sept.2016-T...	701 5-180 8-700-...
43. Engle Resources	2,717.18	Mo.EnergyResourse Chg-Oct.2016-TAD	701 5-180 8-700-...
44. Time Warner Cable	135.00	InternetSvc@201Miller 10/14/16-11/13...	701 5-180 8-700-...
45. Area Temps	2,042.36	Temporary Office Help-TAD	701 5-180 8-701-...
46. Burgess & Niple, Inc.	9,930.00	Elyria Interconnection Eval 4/3/16-10/1...	701 5-180 8-701-...
47. Lake Erie Diving, Inc.	8,892.00	Inspect IntakeCribs/CleanScreens/Inst...	701 5-180 8-701-...
48. Solar Testing Laboratories, I...	1,508.50	Testing/Inspection-WalkerWaTower 9/...	701 5-180 8-701-...
49. Technology Management S...	877.00	1/2-Computer Upgrade-TAD	701 5-180 8-701-...
50. Fuelman of Northern Ohio	402.48	1/2-Fuel for Vehicles 10/10/16-10/23/1...	701 5-180 8-707-...
51. Bikini Bottom Logs & Lumbe...	203.63	Boards for Trailer Decking-RK	701 5-180 8-707-...
52. Perkins Motor Service	358.90	1/2-Truck Repair Parts-RK	701 5-180 8-707-...
53. Sylvester Truck & Tire Servi...	238.62	1/2-Truck Repairs-RK	701 5-180 8-707-...
54. Bay Mechanical & Electrical ...	10,968.36	Misc Work @WaterPlant-SH	701 5-180 8-708-...

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Avon Lake Municipal Utilities  
Water Fund 701 Expenses  
November 1, 2016

Name	Amount	Memo	Account
55. Irrigation Sales & Service, L...	75.00	1/2-Winterize Sprinklers@201Miller-RK	701 5-180 8-708-...
56. Lighting Supply Company	249.95	Building Maintenance - SH	701 5-180 8-708-...
57. Grainger Inc.	115.68	Building Maintenance Supplies-SH	701 5-180 8-708-...
58. Leppo Equipment	25.96	1/2-Building Maintenance-RK	701 5-180 8-708-...
59. Pro OnCall Technologies	168.50	1/2-Telephone Service@201Miller-SH	701 5-180 8-708-...
60. Jani-King of Cleveland	322.50	1/2-CleaningSvc@201Miller-Nov 2016-...	701 5-180 8-709-...
61. Speed Exterminating Comp...	30.00	1/2-Exterminating@201Miller-Oct 2016-...	701 5-180 8-709-...
62. CenturyLink	686.39	Telephone Service-Sept 2016-TAD	701 5-180 8-711-...
63. Engie Resources	668.55	Elect@201Miller 9/9/16-10/7/16-TAD	701 5-180 8-711-...
64. Fallsway Equipment Compa...	12,559.00	1/2-Dump Body-RK	701 5-180 8-804-...
65. Cardconnect	60.28	1/2-On-Line Fees - Sept 2016 - LS	701 5-180 8-907-...
66. Campbell, Rob	-8.90	Refund Credit Bal on Closed Account-LS	701 9-180 8-901-...
Nov 1, 16	<u>183,394.91</u>		

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**Avon Lake Municipal Utilities**  
**Wastewater Fund 721 Expenses**  
 November 1, 2016

Name	Amount	Memo	Account
Nov 1, 16			
1. Wastewater Employees	65,806.72	Salaries P/R #22 10/3/16-10/16/16	721 5-190 7-102...
2. Wastewater Employees	5,959.19	PartTime P/R #22 10/3/16-10/16/16	721 5-190 7-105...
3. Board of Municipal Utilities	1,541.66	October 2016 Board Salaries	721 5-190 7-105...
4. Wastewater Employees	6,300.35	OverTime P/R #22 10/3/16-10/16/16	721 5-190 7-106...
5. Spinks, Joshua D.	10.00	1 Employee Meal Allowance-LS	721 5-190 7-200...
6. Dependent Health Care	200.00	Dependent Healthcare Nov. 2016	721 5-190 7-203...
7. Wastewater Employees	11,637.50	Longevity P/R #22	721 5-190 7-208...
8. FriendsOffice	125.21	Office Supplies-KK	721 5-190 8-601...
9. U.S. Bank	339.93	1/2-Lease Prnt-2 Ricoh Copiers-TAD	721 5-190 8-601...
10. Bonded Chemicals Inc.	7,412.73	17.16 Tons Ferric Chloride-SB	721 5-190 8-602...
11. Mississippi Lime Co.	3,078.09	20.85 Tons Lime-SB	721 5-190 8-602...
12. Discount Drug Mart	38.91	Maintenance Supplies-LS	721 5-190 8-603...
13. Grainger Inc.	60.62	Maintenance Supplies-SB	721 5-190 8-603...
14. Lowe's	440.89	Maintenance Supplies-TAD	721 5-190 8-603...
15. McMaster-Carr Supply	317.25	Maintenance Supplies-SH	721 5-190 8-603...
16. Swift First Aid Service	29.37	1/2-Svc First Aid Kits@201Miller-RK	721 5-190 8-603...
17. Swift First Aid Service	79.10	Svc First Aid Kits @WPCC-SB	721 5-190 8-603...
18. Zoro	168.82	Maintenance Supplies-SB	721 5-190 8-603...
19. Applied Industrial Techn...	1,175.33	Motor for Press Mixer-SB	721 5-190 8-607...
20. Jack Doheny Supplies O...	332.50	1/2-Equipment Maintenance-RK	721 5-190 8-607...
21. Harold Archer & Sons	2,814.50	1/2-400.64 Tons Stone-RK	721 5-190 8-612...
22. Hach Company	244.12	Lab Supplies@WPCC-SH	721 5-190 8-615...
23. Jones & Henry Labs Inc.	1,726.00	Annual Priority Pollutants-SB	721 5-190 8-615...
24. Fisher Scientific	1,833.24	Lab Supplies-SH	721 5-190 8-615...
25. Columbia Gas	460.25	GasSvc@WPCC 8/18/16-9/16/16-SH	721 5-190 8-700...
26. Columbia Gas	26.73	GasSvc@Center P.S. 9/16/16-10/17/16-RK	721 5-190 8-700...
27. Illuminating Co.	7,552.50	Elect@WPCC 9/8/16-10/7/16-SB	721 5-190 8-700...
28. Illuminating Co.	55.61	Elect@AvonBeldenSwMtr 9/13/16-10/11/16...	721 5-190 8-700...
29. Engie Resources	8,224.11	Elect@WPCC 9/8/16-10/7/16-SB	721 5-190 8-700...
30. Engie Resources	656.60	Elect@Center P.S. 9/9/16-10/6/16-RK	721 5-190 8-700...
31. Interstate Gas Supply, Inc.	88.17	Gas Svc @ WPCC September 2016-SB	721 5-190 8-700...
32. Time Warner Cable	134.99	InternetSvc@201Miller 10/14/16-11/13/16-T...	721 5-190 8-700...
33. Time Warner Cable	273.26	InternetSvc@WPCC 10/22/16-11/21/16-SB	721 5-190 8-700...
34. Ohio Water Environment...	225.00	Workshop Registration Fee-SB	721 5-190 8-701...
35. Solar Testing Laboratorie...	1,347.50	Testing/Inspection-WPCC 9/19/16-10/2/16-...	721 5-190 8-701...
36. Technology Managemen...	877.00	1/2-Computer Upgrade-TAD	721 5-190 8-701...
37. Williams Scotsman, Inc.	169.67	Container Rental 10/21/16-11/20/16-SB	721 5-190 8-701...
38. Fuelman of Northern Ohio	402.47	1/2-Fuel for Vehicles 10/10/16-10/23/16-LS	721 5-190 8-707...
39. Perkins Motor Service	358.90	1/2-Truck Repair Parts-RK	721 5-190 8-707...
40. Sylvester Truck & Tire S...	238.61	1/2-Truck Repairs-K	721 5-190 8-707...
41. Irrigation Sales & Service...	75.00	1/2-Winterize Sprinklers@201Miller-RK	721 5-190 8-708...
42. Leppo Equipment	25.96	1/2-Building Maintenance-RK	721 5-190 8-708...
43. Pro OnCall Technologies	168.50	1/2-Telephone Service@201Miller-SH	721 5-190 8-708...
44. Jani-King of Cleveland	322.50	1/2-CleaningSvc@201Miller-Nov 2016-TAD	721 5-190 8-709...
45. Speed Exterminating Co...	30.00	1/2-Exterminating@201Miller-Oct 2016-TAD	721 5-190 8-709...
46. Fallsway Equipment Co...	12,559.00	1/2-Dump Body-RK	721 5-190 8-804...
47. Cardconnect	60.27	1/2-On-Line Fees - Sept 2016 - LS	721 5-190 8-907...
48. Campbell, Rob	38.01	Refund Credit Bal on Closed Account-LS	721 9-190 8-901...
Nov 1, 16	<u>146,042.64</u>		

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Avon Lake Municipal Utilities  
MOR Fund 703 Expenses - ETL1  
November 1, 2016

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Name	Amount	Memo	Account
Nov 1, 16			
1. Illuminating Co.	9,883.83	Elect@Moore P.S. 9/10/16-10/11/16-TAD	703 5-180 8-703...
2. Engie Resources	8,897.35	Elect@Moore P.S. 9/10/16-10/11/16-TAD	703 5-180 8-703...
Nov 1, 16	<u>18,781.18</u>		

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Avon Lake Municipal Utilities  
MOR Fund 762 Expenses - ETL2  
November 1, 2016

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Name	Amount	Memo	Account
Nov 1, 16			
1. Smitek Construction Gr...	182,119.56	Add'l Easement Cost/Lost Dev.Cost-RRE	762 5-180 8-70...
2. Illuminating Co.	5,393.63	Elect@Moore P.S.9/10/16-10/11/16-TAD	762 5-180 8-70...
3. Engie Resources	5,554.99	Elect@Moore P.S.9/10/16-10/11/16-TAD	762 5-180 8-70...
4. Illuminating Co.	90.31	Elect@Detroit PRV 9/13/16-10/12/16-TAD	762 5-180 8-74...
Nov 1, 16	<u>193,158.49</u>		

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Avon Lake Municipal Utilities  
LORCO Fund 749 Expenses  
November 1, 2016

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Name	Amount	Memo	Account
Nov 1, 16			
1. Illuminating Co.	91.97	Elect@Walker Rd 9/13/16-10/12/16-TAD	749 5-190 8-700...
2. Lorain-Medina Rural Ele...	58.47	Electric Service Chgs@Pump Stations	749 5-190 8-700...
3. Engie Resources	6.38	Elect@10920Hawke 9/3/16-10/5/16-TAD	749 5-190 8-700...
4. RLCWA	50.69	Water Used@TriPlex 9/1/16-10/3/16-TAD	749 5-190 8-700...
5. RLCWA	83.64	Water Used@FourPlex 9/1/16-10/3/16-...	749 5-190 8-700...
6. Cardconnect	441.50	Credit Card Fees - September 2016-LS	749 5-190 8-907...
Nov 1, 16	<u>732.65</u>		

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**Avon Lake Municipal Utilities**  
**Sewer System Construction - Fund 724**  
November 1, 2016

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<u>Name</u>	<u>Amount</u>	<u>Memo</u>	<u>Account</u>
<b>Nov 1, 16</b>			
1. Underground Utilities Inc.	<u>568,549.82</u>	Pmt #1-FIBB Sewer Project-TAD	724 5-190 8-814 ...
<b>Nov 1, 16</b>	<u><u>568,549.82</u></u>		

Job Title: Customer Service Clerk  
Organization: Avon Lake Regional Water  
Immediate Supervisor: Chief Utilities Executive  
Positions Supervised: N/A  
FLSA Status: Non-Exempt  
Bargaining Unit: Yes  
Civil Service Status: Classified

**GENERAL RESPONSIBILITIES:**

Under direct supervision of the Chief Utilities Executive, with related supervision from the Chief of Utility Operations performs duties required for operation of Avon Lake Regional Water's billing and record keeping. Perform the job duties with strict attention to procedures with the knowledge gained through training and experience in a neat, workmanlike, efficient manner maintaining Avon Lake Regional Water's customer service goals.

**GENERAL QUALIFICATIONS:**

1. High School Graduate.
2. Must have ability to be bonded.

**SPECIFIC DUTIES**

Under the direction of a supervisor, shall perform a variety of technical and routine tasks which may include but not be limited to:

1. Assist in maintaining all Avon Lake Regional Water utility billing records.
2. Answer phones, receive guests at the counter, and operate the drive-up window.
3. Maintain computer based record of utility billing deposits, adjustments, water usage, etc.
4. Process and maintain records of miscellaneous billings and collections.
5. Maintain all utility locate (OUPS) data entry and notifications.
6. Coordinate and maintain sewer inspections, locations and storm disconnection information.
7. Maintain customer files and records.
8. Maintain good customer service practices and procedures.
9. Perform additional functions/tasks, as needed.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

*The job description does not constitute an employment agreement between Avon Lake Regional Water and the employee and is subject to change by the employer as the needs and requirements of the job change.*

1. Ability to perform all standard and complex clerical tasks.
2. Communicate effectively, both orally and in writing.
3. Work accurately with numbers.
4. Follow oral and written instructions, procedures and supervisory direction.
5. Ability to collect money and record fees from all departments.

*The physical/mental demands described here are representative of the position to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Quickly answer staff and customer queries.
2. Work accurately, even with repeated interruptions.
3. Prioritize workloads.
4. Always be mentally alert.
5. Professional and courteous.
6. Normal physical activity for an office environment.
7. Work independently or in a team environment.
8. Work accurately and calmly under pressure.
9. Must work overtime as needed.

Job Title: Customer Service Representative  
Organization: Avon Lake Regional Water  
Immediate Supervisor: Chief Utilities Executive  
Positions Supervised: N/A  
FLSA Status: Non-Exempt  
Bargaining Unit: Yes  
Civil Service Status: Classified

**GENERAL RESPONSIBILITIES:**

Under direct supervision of the Chief Utilities Executive, with related supervision from the Chief of Utility Operations performs duties required for operation of Avon Lake Regional Water's billing, accounting, backflow, record keeping, and payroll programs. Perform the job duties with strict attention to procedures with the knowledge gained through training and experience in a neat, workmanlike, efficient manner maintaining Avon Lake Regional Water's customer service goals.

**GENERAL QUALIFICATIONS:**

1. Associate's Degree. Related advanced education/training preferred.
2. Must have ability to be bonded.
3. Minimum three (3) years' experience with Avon Lake Regional Water and/or five (5) years in complex utility billing, accounting and technical assignments with direct customer service, preferably in a public utility. Sufficient additional training and experience may substitute for education requirements.

**SPECIFIC DUTIES**

Under the direction of a supervisor, shall assist the Customer Service Specialist in completing technical and routine tasks which may include but not be limited to:

1. Maintain all Avon Lake Regional Water utility billing records.
  - a. Process transactions in utility billing system to produce timely and accurate utility bills.
  - b. Download and upload meter reading data to initiate billing according to established schedules.
  - c. Review consumption reports to ensure billing accuracy.
  - d. Perform critical review of billing exceptions and take appropriate action.
  - e. Ensure accurate establishment of new accounts and final bills in a timely manner.
  - f. Process all forms of utility bill payments.
2. Receive and process time sheets and prepare salary/status changes.
3. Answer phones, receive guests at the counter, and operate the drive-up window.
4. Maintain computer based record of utility billing deposits, adjustments, water usage, etc.
5. Process and maintain records of miscellaneous billings and collections.

6. Maintain all Avon Lake Regional Water backflow prevention program records including registered devices and annual inspection certifications.
  - a. Prepare and mail all annual backflow device inspection notices.
  - b. Maintain up to date list of approved backflow testers.
7. Maintain all utility locate (OUPS) data entry and notifications.
8. Coordinate and maintain sewer inspections, locations and storm disconnection information.
9. Maintain customer files and records, implementing appropriate retention and destruction schedules.
10. Create and monitor pending and completed distribution/collection work orders.
11. Prepare bid documents and correspondence.
12. Process and maintain records of the Lateral Loan Program.
13. Prepare and maintain accounts payable, fiscal, and related records in accordance with generally accepted accounting practices.
  - a. Account for all payments received.
  - b. Prepare monthly budget reports.
  - c. Prepare journal entries and verify proper coding and posting.
  - d. Prepare periodic financial and statistical reports.
  - e. Process, record, verify, and correct all transaction information.
  - f. Prepare, enter, verify, and back up all financial information.
  - g. Develop financial database information.
  - h. Maintain all transaction records and files.
    - i. Enter accounts payable invoices and process checks.
    - j. Resolve account discrepancies.
    - k. Maintain cash accounts.
    - l. Keep information confidential.
    - m. File inventory, fixed asset, and vendor information including checks, invoices, and letters.
    - n. Perform technical analysis and reconciliations of recorded financial and related transactions.
14. Maintain good customer service practices and procedures.
15. Performs the duties of the Customer Service Professional when the Professional is not present.
16. Perform additional functions/tasks, as needed.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

*The job description does not constitute an employment agreement between Avon Lake Regional Water and the employee and is subject to change by the employer as the needs and requirements of the job change.*

1. Knowledge of Avon Lake Regional Water billing and collection and backflow prevention procedures including all meter reading/billing and backflow software.
2. Knowledge of modern office practices and procedures, including all standard equipment and software.
3. Ability to perform all standard and complex clerical tasks.
4. Ability to learn all Avon Lake Regional Water billing, backflow reporting, accounting, financial reporting, rules and procedures.
5. Knowledge of general accounting practices and accounting practices as they relate to Avon Lake Regional Water.
6. Communicate effectively, both orally and in writing.
7. Work accurately with numbers.
8. Follow oral and written instructions, procedures and supervisory direction.
9. Ability to collect money and record fees from all departments.

*The physical/mental demands described here are representative of the position to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Quickly answer staff and customer queries.
2. Work accurately, even with repeated interruptions.
3. Prioritize workloads.
4. Always be mentally alert.
5. Professional and courteous.
6. Normal physical activity for an office environment.
7. Work independently or in a team environment.
8. Work accurately and calmly under pressure.
9. Must work overtime as needed.

Job Title: Customer Service Specialist  
Organization: Avon Lake Regional Water  
Immediate Supervisor: Chief Utilities Executive  
Positions Supervised: N/A  
FLSA Status: Non-Exempt  
Bargaining Unit: Yes  
Civil Service Status: Classified

**GENERAL RESPONSIBILITIES:**

Under direct supervision of the Chief Utilities Executive, with related supervision from the Chief of Utility Operations performs duties required for operation of Avon Lake Regional Water's billing, accounting, backflow, record keeping, and payroll programs. Perform the job duties with strict attention to procedures with the knowledge gained through training and experience in a neat, workmanlike, efficient manner maintaining Avon Lake Regional Water's customer service goals.

**GENERAL QUALIFICATIONS:**

1. Bachelor's Degree. Related advanced education/training preferred.
2. Must have ability to be bonded.
3. Minimum five (5) years' experience with Avon Lake Regional Water and/or seven (7) years in complex utility billing, accounting and technical assignments with direct customer service, preferably in a public utility. Sufficient additional training and experience may substitute for education requirements.

**SPECIFIC DUTIES**

Under the guidance of a supervisor, shall perform a variety of technical and routine tasks which may include but not be limited to:

1. Maintain all Avon Lake Regional Water utility billing records.
  - a. Process transactions in utility billing system to produce timely and accurate utility bills.
  - b. Download and upload meter reading data to initiate billing according to established schedules.
  - c. Review consumption reports to ensure billing accuracy.
  - d. Perform critical review of billing exceptions and take appropriate action.
  - e. Ensure accurate establishment of new accounts and final bills in a timely manner.
  - f. Process all forms of utility bill payments.
2. Receive and process time sheets and prepare salary/status changes.
3. Answer phones, receive guests at the counter, and operate the drive-up window.
4. Maintain computer based record of utility billing deposits, adjustments, water usage, etc.
5. Process and maintain records of miscellaneous billings and collections.

6. Maintain all Avon Lake Regional Water backflow prevention program records including registered devices and annual inspection certifications.
  - a. Prepare and mail all annual backflow device inspection notices.
  - b. Maintain up to date list of approved backflow testers.
7. Maintain all utility locate (OUPS) data entry and notifications.
8. Coordinate and maintain sewer inspections, locations and storm disconnection information.
9. Maintain customer files and records, implementing appropriate retention and destruction schedules.
10. Create and monitor pending and completed distribution/collection work orders.
11. Prepare bid documents and correspondence.
12. Process and maintain records of the Lateral Loan Program.
13. Prepare and maintain accounts payable, fiscal, and related records in accordance with generally accepted accounting practices.
  - a. Account for all payments received.
  - b. Prepare monthly budget reports.
  - c. Prepare journal entries and verify proper coding and posting.
  - d. Prepare periodic financial and statistical reports.
  - e. Process, record, verify, and correct all transaction information.
  - f. Prepare, enter, verify, and back up all financial information.
  - g. Develop financial database information.
  - h. Maintain all transaction records and files.
    - i. Enter accounts payable invoices and process checks.
    - j. Resolve account discrepancies.
  - k. Maintain cash accounts.
  - l. Keep information confidential.
  - m. File inventory, fixed asset, and vendor information including checks, invoices, and letters.
  - n. Perform technical analysis and reconciliations of recorded financial and related transactions.
14. Maintain good customer service practices and procedures.
15. Perform additional functions/tasks, as needed.

#### **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

*The job description does not constitute an employment agreement between Avon Lake Regional Water and the employee and is subject to change by the employer as the needs and requirements of the job change.*

1. Thorough knowledge of Avon Lake Regional Water billing and collection and backflow prevention procedures including all meter reading/billing and backflow software.
2. Thorough knowledge of modern office practices and procedures, including all standard equipment and software.
3. Ability to perform all standard and complex clerical tasks.
4. Ability to generate, interpret, and explain all Avon Lake Regional Water billing, backflow reporting, accounting, financial reporting, rules and procedures.
5. Thorough knowledge of general accounting practices and accounting practices as they relate to Avon Lake Regional Water.
6. Ability to generate, interpret, and explain all Avon Lake Regional Water and other agencies financial reports.
7. Communicate effectively, both orally and in writing.
8. Work accurately with numbers.
9. Follow oral and written instructions, procedures and supervisory direction.

10. Ability to collect money and record fees from all departments.

*The physical/mental demands described here are representative of the position to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Quickly answer staff and customer queries.
2. Work accurately, even with repeated interruptions.
3. Prioritize workloads.
4. Always be mentally alert.
5. Professional and courteous.
6. Normal physical activity for an office environment.
7. Work independently or in a team environment.
8. Work accurately and calmly under pressure.
9. Must work overtime as needed.

Job Title: Executive Assistant  
Organization: Avon Lake Regional Water  
Immediate Supervisor: Chief Utilities Executive  
Positions Supervised: N/A  
FLSA Status: Non-Exempt  
Bargaining Unit: N/A  
Civil Service Status: Unclassified

### **GENERAL RESPONSIBILITIES:**

Provides administrative support to the Chief Utilities Executive (CUE) to help the organization operate progressively and efficiently.

### **GENERAL QUALIFICATIONS:**

1. Educational experience: Bachelor's Degree.
2. Highly proficient with standard software, internet research, and business computing.
3. Ability to type at least 50 wpm and take minutes of meetings.
4. Must possess a valid Ohio driver's license with an acceptable driving record.

### **SPECIFIC DUTIES**

Under the direction of the CUE, shall perform a variety of technical and routine tasks including but not limited to:

- Compose and/or prepare documents, spreadsheets, and other forms of information to assist the CUE in interacting with the Board, staff, customers, and other stakeholders.
- Create "dashboards" to help track and manage budgets and other functions of the organization.
- Monitor expenditures and performs various budgeting tasks.
- Manage projects assigned by the CUE and conduct research for these and other projects.
- Assist the CUE with Board of Municipal Utilities' duties such as creating agendas, collecting background information, and preparing minutes.
- Plan and schedule meetings.
- Organize and maintain files and records.
- Perform routine office functions such as copying, scanning, and operating office equipment.
- Maintain effective interactions and good working relationships with internal and external stakeholders.
- Represent the CUE at meetings as needed and as directed.
- Perform administrative functions for other departments as needed.
- Perform other duties, as needed.

## **REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

*The job description does not constitute an employment agreement between the Avon Lake Regional Water and the employee and is subject to change by the employer as the needs and requirements of the job change.*

Before being hired, the successful applicant should possess:

1. An Associate's Degree, with a Bachelor's Degree preferred, experience in an office setting, ability to type at least 50 wpm, and excellent public relations skills or an equivalent combination of skills, training, and experience.
2. Knowledge of general office, filing, and record keeping practices and procedures.
3. Knowledge of various word processing, spreadsheet, presentation, and similar software applications.
4. Ability to effectively communicate in written and verbal forms.
5. Ability to operate various forms of office equipment.
6. Ability to maintain confidential and sensitive information.
7. Ability to positively promote the organization.

After performing the job, the successful applicant should also possess:

1. Knowledge of Avon Lake Regional Water operations.
2. Knowledge of the budgeting, purchasing, and tracking processes.
3. Knowledge of the interrelations and necessary interactions between the City of Avon Lake and Avon Lake Regional Water.

*The physical/mental demands described here are representative of the position to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

1. Meet the physical and mental demands.
2. Quickly answer staff and customer queries.
3. Work accurately, even with repeated interruptions.
4. Prioritize workloads.
5. Always be mentally alert.
6. Professional and courteous.
7. Work accurately and calmly under pressure.
8. Must work overtime as needed.