



Live Customer Service Support



Non-Revenue Water



Audit Recommendations



Best Practices and internal controls

Drivers for  
Proposed  
Administrative  
and Finance  
Positions

## Finance Director

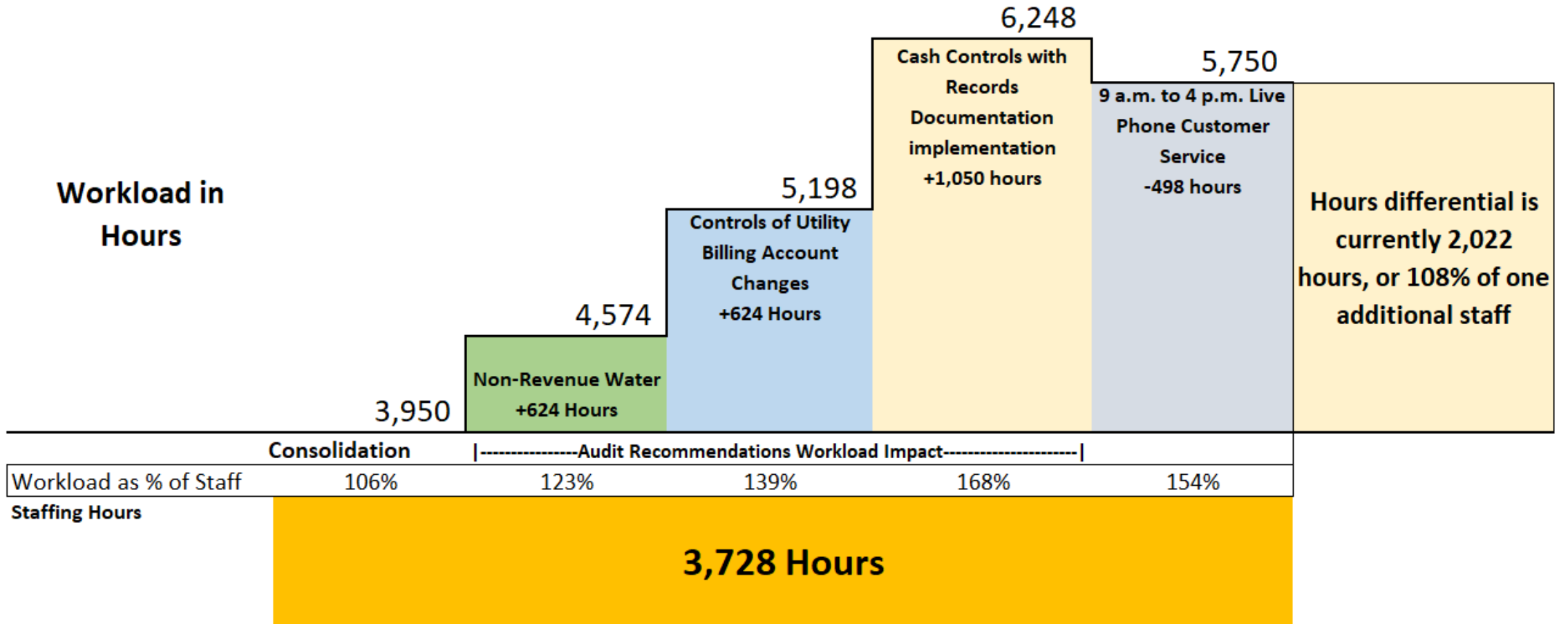
### Customer Services / Utility Billing Specialists

- Live Phone Support
- In-Person Customer Support
- Monthly Utility Billing
- Bill Payment Processing
- Move In-Move Out of District
- Non-Revenue Water
- Customer Account management

### Finance and Accounting

- Accounts Payable
- Non-Utility Billing - Cell Towers
- Purchase Order - Procurement
- Capital Asset Accounting
- Inventory Accounting
- Financial Accounting
- Financial Reporting
- Budgeting
- Contracts and IGAs
- Annual Audit
- Internal Controls

# Workload Review and Analysis of CUSTOMER SERVICE / UTILITY BILLING SPECIALIST positions



## Workload Review and Analysis - FINANCE AND ACCOUNTING Staffing

