



# Careers at Municipal Utilities

Municipal utilities have a locally-based mindset. They are owned and operated by the communities they serve.

There are 81 municipal utilities in Wisconsin. These utilities are represented by a state association, Municipal Electric Utilities of Wisconsin (MEUW). MEUW has provided service, advocacy, and safety support since 1928.

The residents and businesses in the City of Sun Prairie receive reliable, safe, and cost-competitive services from Sun Prairie Utilities (SPU), a not-for-profit, locally-owned municipal water and electric utility. To keep the utility running smoothly, it has several jobs in varying fields where dedicated professionals work with the latest technologies to better serve customers.

## Job Descriptions

The following job titles and descriptions are general positions shared by the American Public Power Association, a trade group that represents not-for-profit, community-owned electric utilities, and the American Water Works Association, an international, nonprofit, society dedicated to providing total water solutions assuring the effective management of water.

### **General Manager**

Responsible for management, staffing, administration, and operation of the utility. Responsible for overall relations between governing boards, employees, customers, and the general public. Reports to elected officials or appointed governing body responsible for governing utility.



### **Chief Financial Officer**

Responsible for overall financial management of all segments of the utility (electric, gas, water, etc.). Directs utility's financial policies and plans, accounting practices, and fiscal controls. Responsible for preparation of financial statements. Assists in long- and short-term strategic and financial planning. Maintains existing and establishes new relationships with banks and investment firms. Advises management regarding financial matters.

### **Accounts Receivable/Payable**

Prepares and updates customer accounts, assists in preparing monthly bills, and responds to customer inquiries. Reviews and corrects billing errors.

### **Apprentice Lineworker**

Performs nonskilled and semiskilled line work; assists journeymen lineworkers in the installation and maintenance of distribution lines.

### **Communications Director**

Responsible for internal and external communications of the utility. Directs information programs for the public, media, government, and employees.

### **Customer Services Director**

Administers activities requiring regular and direct contact with customers and prospective customers. Negotiates electric power sales. Keeps management advised of, and responsive to, consumer needs. Directs the promotion of utility services and energy conservation activities.

### **Customer Services Representative**

Assists customers in establishing, transferring, or discontinuing utility services. Discusses with customers all aspects of account information, including consumption, billing changes and cycles, and sales tax. Meets or speaks with the public to answer inquiries and listen to and resolve complaints.

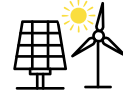


### **Cybersecurity Officer**

Works to ensure that utility computer information systems are secure. Strives to protect against web threats, including malware, phishing, denial-of service attacks, and hacking.

### **Electrical Engineer**

Manages several electric substation, transmission, and distribution system routine/mid-size projects at one time; may work on more complex projects with senior engineers.



### **Energy Services Director**

Plans, implements, and evaluates all demand-side management programs. Conducts economic analysis to determine the most cost effective programs.

### **Executive Assistant**

Responsible for correspondence with customers; preparation, editing, and processing as well as filing of documents; assistance in budget preparation; invoice processing; and ensuring the orderly flow of day-to-day business activities of the office. The executive assistant also handles administrative details such as meeting arrangements, expense reports, and travel arrangements.

### **GIS Analyst**

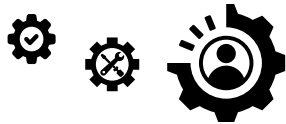
Uses GIS technology to analyze and describe variables in a geographic location. Extracts data, performs analyses, and presents conclusions and recommendations. Works under general supervision.

### **Journey Lineworker**

Performs advanced electrical duties with regard to distribution line maintenance and construction. Works with high-voltage distribution and transmission lines.

### **Line Division Superintendent**

Responsible for the management of the line division, including budgets, equipment requests, personnel, tools, materials, and crew arrangements. Responsible for maintenance and repair of all transmission and distribution lines and tree trimming for the geographical area assigned to the division. Supervises, coordinates, directs, schedules, and controls the construction and maintenance functions of the line division.



### **Meter Reader**

Reads and records electric consumption and usage data. Inspects equipment and reports faults.

### **Meter Technician**

Performs installation, maintenance, and repair of meters; tests and adjusts devices.



### **Payroll Clerk**

Maintains and prepares payroll system. Answers employee and supervisor payroll questions.

### **Supervisory Engineer**

Responsible for professional engineering work involving a wide scope of assignments requiring seasoned judgment. Supervises and directs an engineering division, such as distribution, line design, transmission planning, and civil engineering. Handles personnel problems of division. Prepares estimates, specifications, and designs. Supervises, plans, and schedules work within the division. Assumes responsibility for all work performed under their supervision.

### **Water Operator**

Operates and maintains a water distribution system and water treatment plant, including maintenance of equipment, quality control/testing, and day-to-day activities.



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