



Jan 2013

UTILITY BILLING SUPERVISOR

DEFINITION

Under general direction, plans, directs administers, supervises and participates in the daily operations and activities of the Utility Billing Division, including billing, meter reading, payment collection, cash balancing and customer relations.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant Finance Director. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class in the utility billing unit. Incumbents are responsible for planning, organizing, supervising, reviewing and evaluating the work of utility billing staff either directly or through lead workers. The incumbent organizes and oversees day-to-day billing, meter reading, payment collection, cash balancing, and customer relations. Incumbents may be expected to independently perform the full range of utility billing duties. Performance of the job duties requires the use of considerable independence, initiative and discretion within established guidelines. This class is distinguished from the Assistant Finance Director in that the latter has full management and supervisory responsibility for all utility billing, accounting and finance operations within the department.

EXAMPLES OF ESSENTIAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of assigned staff; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion; trains staff in work procedures.
- Monitors operations and activities of utility billing services; recommends improvements and modifications and prepares various reports on operations and activities; recommends and assists in the implementation of goals and objectives; implements policies and procedures.
- Determines and recommends staffing needs for assigned areas; participates in program and the annual division budget preparation; prepares detailed cost estimates with appropriate justifications; maintains a variety of records and prepares routine reports of work performance. Designs and maintains task work flow for all billing functions in accordance with good standards of internal control and maximum efficiency.

- Ensures timely reconciliations of accounts related to billing including but not limited to accounts receivable balances, cash reconciliation, lock box records, incoming credit card balances, credit card processor charges, and delinquent accounts.
- Handles extremely difficult customer situations involving account disputes, collections, and water turn-offs for delinquent accounts.
- Oversees meter reading functions for billing and analyzes meter reading input for accuracy.
- Negotiate and manage contracts with several third party service providers to include printing and mailing contractor, credit card processing companies, banking partners, and software vendors.
- Trains employees and evaluates staff training needs to be provided outside the department.
- Prepares, documents and conducts employee performance evaluations.
- Responsible for Utility Billing software which includes coordination with Information Services on upgrades, enhancements and problem-solving.
- Participates as a member of the Finance and Information Services Team supervisors in a variety of projects to include Finance and Information Services Department strategic planning, department training plans, reconciliations and various accounting projects not directly related to Utility Billing.
- Prepares other operational analytical and statistical reports as requested and prepares and updates public informational materials related to utility billing;
- Establishes and maintains a customer service orientation within the Utility Billing Division and the city.
- Facilitates a good working relationship between the Public Works Department and the Utility Billing Division.
- Communicates with others to maximize the effectiveness and efficiency of interdepartmental operations.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review, performance documentation and evaluation, and the training of staff in work procedures.
- Principles, practices and service delivery needs related to utility billing services or related functional area.
- Principles, techniques, and procedures for providing a high level of customer service to the public and city staff through various communication means
- Recordkeeping principles and procedures
- Techniques for dealing effectively with the public, vendors, contractors, other agencies, and city staff, through various communication means
- English usage, grammar, spelling, vocabulary and punctuation.
- Computer applications related to work.

Ability to:

- Supervise, select, organize, train, motivate and evaluate the work of staff.
- Effectively communicate with difficult utility billing customers.
- Analyze, interpret, apply, and enforce applicable Federal, State, and local policies, procedures, laws, and regulations, including City and Finance Department policies and procedures.
- Identify problems, research and analyze relevant information, and develop and present recommendations and justification for solution.
- Assist in the development of goals, objectives, policies, procedures, and work standards for the division.
- Organize direct and coordinate the work of assigned professional, administrative and clerical staff, depending on assignment.
- Analyze financial data and draw sound conclusions.
- Effectively represent the utility billing division and the City in meetings with the public, other departments, various businesses, and professional organizations as appropriate.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Make sound, independent decisions within established policy and procedural guidelines.
- Present complex information orally and in writing in an easy-to-understand way for employees, customers and decision-makers.
- Operate modern office equipment including computer equipment and specialized software applications and programs.
- Comprehend and use English effectively including producing all forms of communication in a clear, concise and understandable manner to intended audiences.
- Use tact, initiative, prudence and independent judgment within general policy, procedural and legal guidelines.
- Establish, maintain and foster positive and harmonious working relationships with those contracted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to completion of the twelfth (12th) grade supplemented by two (2) years of college level coursework or specialized technical training in accounting, finance, business administration or a closely related field, and four (4) years of accounting and/or customer service experience, including one (1) year of supervisory experience, preferably in a governmental or public agency setting.

License:

- Possession of a valid driver's license with satisfactory driving record.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various city and meeting sites; vision to read printed materials and computer screens; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull draws open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures