



BILLING SUPERVISOR

Class specifications are intended to present a description of the range of duties performed by the classification. Specifications are not intended to reflect all duties performed. Classifications will perform other related duties as assigned.

Definition:

Under general direction, this position is responsible for the oversight, planning and coordination of the utility billing customer service office. This position supervises all aspects of the utility billing, customer service and general cashing functions and staff.

Classification Characteristics:

This is a supervisory level position that is responsible to manage customer service staff and is expected to perform the full range of utility billing duties as needed.

Essential Functions:

- Supervise, coordinate and review the work of customer service employees; meet with staff to identify and resolve problems; assign work activities and projects; monitor workflow; review and evaluate work products, methods, and procedures.
- Respond to citizen complaints and requests for information; present information and provide superior customer service to the public.
- Review delinquent utility billing accounts and recommend appropriate action; grant payment extensions in accordance with City policy.
- Manage daily accounting and safekeeping of the City's revenue and cash collection; guide staff on cash handling procedures and guidelines; manage outgoing and incoming processes that affect the status of utility accounts.
- Identify opportunities for improving service delivery methods and procedures; review with appropriate management staff; implement improvements.
- Coordinate and process service orders with Public Works staff for water turn-ons and turn-offs, new water meter installations, meter tests, meter re-reads; assign address, route and account number for new customers.
- Oversee the computerized utility billing system, maintain the system and consult with Information Technology staff regarding programs or changes.
- Participate in the development, administration, and monitoring of the assigned program budgets; forecast funds needed for staffing; recommend adjustments as necessary.
- Provide staff assistance to the Finance Director including researching and analyzing information.
- Respond to inquiries from the City's independent auditors on matters related to utility billing and cash management.
- Serve as technical resource for water rate studies; prepare and verify accuracy of complex financial records and customer data; oversee new rate implementation including identifying and resolving functional and technical issues and oversee the testing of new rates.

- Participate in the development and implementation of goals, objectives, policies, and priorities for assigned areas; identify resource needs; recommend and implement policies and procedures.
- Select, train, motivate, and evaluate assigned staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
- Interpret and apply policies, procedures, laws, codes and regulations; train staff in the enforcement of rules and regulations; properly interpret and make decisions in enforcement; ensure that enforcement is appropriately and uniformly implemented.

Qualifications:

Knowledge of:

- Modern and complex principles and practices of accounting related to revenue collection and utility billing.
- Basic business data processing principles as they apply to utility billing.
- Principles of municipal budget preparation and control.
- Principles of supervision, training, and performance evaluation.
- Principles and techniques of conflict resolution.
- Pertinent Federal, State, and local laws, codes, and regulations.
- English usage, spelling, grammar, and punctuation.
- Modern office procedures, methods, and computer equipment.

Ability to:

- Select, supervise, train, and evaluate staff.
- Interpret and explain City policies and procedures.
- Interpret and apply pertinent Federal, State, and local laws, codes, and regulations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
- Enforce necessary regulations with firmness and tact; effectively resolve disputes.
- Understand and carry out oral and written directions.
- Communicate clearly and concisely, both orally and in writing.
- Present effective, clear and concise oral and written reports.
- Establish and maintain cooperative working relationships with those contacted in the course of work, including City officials, City employees, community groups and the general public.
- Maintain physical condition, audio-visual discrimination and perception, and mental capacity appropriate to the working conditions and the performance of assigned duties and responsibilities.

Experience and Training: *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Experience:

Four years of increasingly responsible experience in municipal utility billing, customer service or related experience including one year of lead responsibility.

Training:

Equivalent to an Associate's Degree from an accredited college with major coursework in accounting, business administration or a related field.

License or Certificate:

- Possession of a California Class C Driver's License.

Working Conditions:

Work in an office environment including sustained posture in a seated position for prolonged periods of time; standing and moving around work area. Subject to frequent interruptions and contact in person and on the telephone. Position requires grasping objects, repetitive hand movement and fine coordination including use of a computer keyboard. Speaking and acute hearing is required when providing phone and in-person service. Near vision is required for reading correspondence, statistical data, and using a computer. Lift and carry files and documents weighing up to 25 pounds.