



# Job Description

## Utility Billing Supervisor

Pay Grade: G10

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**Employment Status:** Full-Time

**FLSA Status:** Exempt

**Experience Required:** Minimum four (4) years of experience in utility billing including experience in customer relations with at least two (2) years supervisory experience.

**Minimum Education Requirements:** Bachelor's degree in Accounting, Business, or related field.

**Department:** Financial Services.

**Direct Supervisor:** Finance Director.

**Supervisory Responsibility:** Direct (5); Indirect (x)

**Primary Work Location:** Works inside in an office setting.

**Certification:** Valid Florida Driver's license.

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**Job Summary:** Performs routine and complex supervisory, clerical, administrative, and data processing work in the billing and collection of utility accounts. This position oversees customer service for the Utility Department and ensures accurate billing for customer accounts, recording of payments received, and that staff is courteous and professional with the customers.

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### Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Manage the customer service division which is responsible for billing and collecting a significant percentage of the City's revenue.
- Staff, train, supervise, evaluate, discipline, and direct responsible positions tasked with billing customers, collecting payments, resolving problems and reading meters for utility accounts.
- Generate schedules for multiple processes and activities, and schedule staff accordingly; coordinate scheduling with water operations staff for backup.
- Initiate personnel actions and evaluate employee performance to sustain a professional and courteous staff.
- Communicate directly with customers to resolve issues by providing detailed explanations regarding policies, procedures, ordinances, billing issues, and collections processes when a customer challenges the system/process.
- Monitor the water meter reading equipment and process, and the actual performance of the water meters and the effects on billing. Enter all meter inventory, meter exchanges, and new installs in system.
- Research and resolve problem accounts and metering issues.
- Serve as liaison with third party vendor for printing and mailing the bills, revising layouts, processing downloaded files and reconciling monthly invoices. Serve as liaison with third party vendor for collections of delinquent accounts. Serve as liaison with software vendor for upgrades, revisions and corrections for the Customer Information Systems Module.
- Develop, maintain, revise, improve, and enforce division policies and procedures. Implement changes to increase efficiency and productivity.
- Prepare, monitor, and administer the customer service division budget.



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- Enter fee schedule changes into the Sungard software. Entries must be accurate to ensure proper calculation of utility bills.
- Prepare monthly, annual, quarterly and non-routine reports.
- Prepare memos, service orders, purchase requisitions, and miscellaneous correspondences.
- Process utility and miscellaneous receivables bank draft transfers.
- Process Cinco Bayou's quarterly sanitation and utility tax reports for payment.
- Maintain customer bankruptcy documents and prepares claims for collection.
- Perform duties of the Accounting Technician and Senior Accounting Technician positions as needed.
- Perform other job duties as assigned.

### **Knowledge, Skills, and Abilities (KSA's) for Position**

An employee in this class must have the following knowledge, skills, and abilities upon application:

#### **Knowledge**

- Office processes, procedures, and equipment.
- Billing techniques and procedures.
- Application of accounting principles to specialized billing transactions.

#### **Skills**

- Strong written and oral communications and relational skills.
- Public relations and customer service.
- Follow and relay complex oral and written instructions, policies and procedures.
- Operate a variety of office equipment, including computer, printer, calculator, fax, typewriter, scanner, and copier.

#### **Abilities**

- Keep complete records, to assemble and organize data and to prepare reports from such records.
- Must be adaptable to performing under moderate levels of stress, imposed by frequent deadlines, peak workloads, or public contact.
- Issuing and receiving assignments, instructions, and/or directions.
- Tactfully and effectively interact with the public and with co-workers.
- Read a variety of technical data, policy and procedure manuals, codes, professional journals, etc. in moderately complex terminology.
- Prepare forms and reports using prescribed formats, and adhering to all rules of grammar, spelling, diction, and punctuation.
- Apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of technical instructions in written, mathematical or diagrammatic form; to learn and understand relatively complex principles and techniques; to make independent judgments in absence of supervision; and to acquire knowledge of topics related to primary occupation.



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- Add and subtract totals, multiply and divide, use decimals, and calculate percentages.
- Work rapidly and accurately with numeric data.
- Make decisions within established customer service policies and procedures.
- Establish and maintain effective relationships with subordinates, other employees and the general public.

### Physical Demands

The work is light work which requires exerting up 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. The following physical abilities are required:

- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Hearing 1: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Hearing 2: Ability to receive detailed information through oral communication, and to make the discrimination in sound.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Talking 1: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity 1: Have close visual acuity to perform an activity such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; and/or extensive reading.
- Visual Acuity 3: Visual Acuity to determine the accuracy, neatness, and thoroughness of the work assigned or to make general observations of facilities or structures.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

\*\*This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

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#### Signatures / Date

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.

*Check the appropriate box, fill in the needed accommodations, if required, then sign and date.*

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:  
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\_\_\_\_\_

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Employee Signature

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Date

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Supervisor Signature

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Date

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Human Resources

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Date