

CITY OF MADERA

UTILITY BILLING SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general direction, plans, manages and oversees the activities of the Utility Billing Division; oversees all aspects of billing, payment collection, cash balancing and customer relations; develops and maintains utility billing procedures and work load assignments; coordinates activities with other City departments and the public; supervises assigned staff; performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The Utility Billing Supervisor is the supervisory level class within the Utility Billing Division and exercises considerable independent judgment in supervising, coordinating and monitoring the work of staff assigned to the Division. The incumbent is expected to ensure work quality and accuracy, and oversee the maintenance of appropriate accounting records. This classification is distinguished from the next lower level classification of Accounting Technician III by the performance of overall administrative responsibilities for the Utility Billing Division and by the level of staff supervision assigned.

SUPERVISION RECEIVED/EXERCISED:

Receives direction from the Director of Finance/Treasurer or his/her designee. Exercises direct and indirect supervision over assigned support staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Plans, organizes and directs the activities of the Utility Billing Division; oversees and participates in all aspects of billing, payment collection, cash balancing and customer relations; supervises and participates in the establishment of division goals, objectives, policies and procedures; reviews and evaluates work methods and procedures for improving division performance and meeting goals; ensures that goals are achieved.
- Supervises and participates in the processing of applications for water, sewer and solid waste services; oversees all aspects of the billing process and account maintenance; plans, coordinates and reviews the work plan for assigned projects and responsibilities; ensures the preparation of service orders.
- Researches and recommends improvements in billing technologies and customer service response; provides technical assistance and participates in the implementation of the new water billing system using read meters; keeps current on new technologies in the area of utility billing and customer services; represents the utility billing division in a variety of City meetings.

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- Maintains detailed financial records of all revenue billed and collected for water, sewer and solid waste accounts; prepares statistical and/or analytical reports on operations as necessary; oversees and performs special account research and analysis for the department, City staff and the public; prepares and updates informational materials for the public related to utility billing programs.
- Performs the more difficult and complex billing duties of the work division including resolution of customer complaints, interpreting administrative policies and resolving payment and service issues; coordinates the division's activities with other City departments and the public; establishes and maintains a customer service orientation within the division.
- Coordinates in the selection and training of division personnel; assumes responsibility for motivating and evaluating assigned personnel; identifies and resolves staff deficiencies; provides necessary training; initiates discipline procedures as is appropriate; recruits, hires and manages division staff; assigns work to division staff and office personnel; monitors work activities to ensure safe work practices, work quality and accuracy; ensures compliance to applicable rules, policies and procedures.
- Oversees and participates in the development of the utility billing budget; participates in the forecast of necessary funds for staffing, materials, services and supplies; monitors the approved budget; discusses and resolves budget issues with appropriate staff.
- Prepares and provides complex reports, correspondence, staff reports, ordinances, and resolutions to the City Administrator, City Council, committees, City departments, outside agencies and the public; makes oral presentations and participates in organizational and community group meetings; responds to questions and inquiries, and investigates complaints.
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer key board. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. Acute hearing is required when providing phone service and communicating in person. The need to lift, drag and push files, computer reports or other materials weighing up to 25 pounds also is required.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification)*

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a Utility Billing Supervisor. A typical way of obtaining the required qualifications is to possess the equivalent of five years of increasingly responsible experience in municipal billing or the performance of related work, including two years of lead or supervisory work, and a high school diploma or equivalent.

License/Certificate:

Possession of, or the ability to obtain, a valid class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS *(The following are a representative sample of the KAS's necessary to perform essential duties of the position)*

Knowledge of:

Principles and practices of accounting related to revenue collection and utility billing; applicable federal, state and local laws, codes and regulations including those related to billing and collection; generally accepted accounting and auditing principles and practices; methods and techniques of supervision, training and motivation; data entry, data base access and standard report generation; public relations techniques and procedures; modern office practices, procedures and equipment including a computer and applicable financial, statistical and billing software

Ability to:

Plan, assign, supervise and participate in the work of staff involved in utility billing and collections activities; analyze and interpret accounting records; prepare and present reports related to billing operations and financial condition; analyze complex issues, evaluate alternatives and reach sound conclusions; make adjustments to operating procedures as necessary to improve organizational effectiveness; interpret, apply and explain a variety of rules, policies and procedures; supervise, train and motivate assigned staff; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

Skill to:

Operate standard office equipment including a computer and variety of word processing and software applications; operate automated billing and financial systems.