



JOB DESCRIPTION

TITLE: UTILITY BILLING SUPERVISOR
STATUS: Non-Union/FLSA Exempt
GRADE: 16

JOB SUMMARY:

Responsible for supervising the customer service, clerical and accounting functions, maintaining financial accounting records, coordinating reporting requirements, and completing projects for District management.

REPORTING RELATIONSHIPS:

This position reports to the Director of Finance. This position supervises staff including Lead Utility Billing Clerk, Utility Billing Clerk I's and II's.

ESSENTIAL DUTIES include the following.

- Supervises staff; hires, trains, schedules, assigns and monitors work; evaluates performance; and makes disciplinary recommendations; ensures effective operation of department;
- Approves adjustments, refunds, payment arrangements and lien filings on customer accounts; approves A/R invoices for outside agencies; responds to customer complaints regarding billing; identifies and prepares; maintains forms supply used in billing department;
- Oversees, processes and prepares daily and monthly reports on water/sewer consumption, water/sewer customer statistics, billing revenues and daily cash distribution;
- Balances monthly accounts analyzing for accuracy; reviews and codes A/P invoices; prepares and processes miscellaneous A/R invoices to outside agencies; performs cash drawer audits;
- Extracts and organizes data for management, various departments and outside agencies;
- Manages and troubleshoots the billing department software to ensure effective and efficient operation; recommends and provides information to enhance the billing software and manages implementation of software modifications and upgrades;
- Assists in preparation of annual financial statements and Finance Department budget and assists with the annual state audit;
- Performs other duties as required or assigned.

MINIMUM QUALIFICATIONS:

Knowledge of:

- Supervisory theory and practices;
- Accounting and bookkeeping theories and principles;
- District procedures and policies;
- Applicable state laws;
- Customer service techniques and telephone etiquette;
- Grammar, spelling and punctuation;
- Computers and applicable software applications.

Skill in:

- Supervising staff, assigning and reviewing work, and training and motivating staff;
- Word processing, spreadsheets, and specialized financial software programs;
- Auditing, internal control and interpreting financial data;
- Paying attention to detail and accuracy;
- Planning and setting priorities for work done by self and others;
- Synthesizing information and communication, in writing and orally, with diverse audiences;
- Applying appropriate customer service/relations techniques;
- Communication, both written and oral, and interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Experience/Education:

Any equivalent combination of education and experience that provides the applicant with the knowledge, skills and abilities required to perform the job. A typical way to obtain the knowledge and abilities would be three years progressively responsible experience in accounting for a public utility or water and sewer district and an Associate's Degree in Accounting, Business or related field.

WORKING CONDITIONS:

Duties are performed in an office environment.

PHYSICAL REQUIREMENTS:

This position typically requires balancing, reaching, walking, lifting, finger dexterity, grasping, talking, hearing, seeing, and repetitive motions.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects including the human body. Sedentary work involves sitting most of the time.

This job description does not constitute an employment agreement and may be changed or amended at any time to meet the needs of the District.

Approved: November 6, 2000
Revised: May, 2009
Revised: February 7, 2011