



## **JOB DESCRIPTION**

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**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