

CITY OF FOREST HILL
Job Description

Position Title:	Utility Billing Supervisor
Department:	Utility Billing
Immediate Supervisor:	City Manager
Positions Supervised:	1-5 Employees
FLSA Status:	Exempt
Work Schedule:	Full-time

SUMMARY OF CLASSIFICATION

Under general direction, of the City Manager the Utility Billing Manager 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. The Utility Billing Manager 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. This position also receives direction from the Director of Finance/Treasurer or his/her designee.

ESSENTIAL JOB DUTIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Prepares, mails, collects, and record water, sewer, and sanitation bills.
- Initiates new service and terminates existing service.
- HANDLES escalated utility billing concerns and issues.
- PROCESSES payments respond to customer inquiries regarding utility billing and account status. Take payments over the phone.
- SUPERVISES and TRAINS staff, prepares and conducts performance evaluations and provides leadership and guidance.
- Communicates effectively and courteously with customers and other City Employees in person, on the phone and in writing.
- RESPONDS to Public Information Request.
- Post transactions to customer accounts
- Operates the utility billing data processing system
- Prepares and presents weekly report to City Manager. For special reports utilizing STW.
- CLOSES daily business and ability to prepare to prepare clear concise report for Finance and Utility Billing.
- Performs other duties as required.

KNOWLEDGE, SKILLS & ABILITIES

- Ability to work as a positive team member and in accordance with the City's Code.
- Skills in thinking clearly and acting effectively in stressful situations.
- Knowledge of Microsoft Word and Excel and experience with Utility Billing Software (skills test may be given). Knowledge of general office and accounting/bookkeeping procedures.
- Ability to lead and supervise employees.
- Ability to understand and carry out written and oral instructions with limited supervision.
- Ability to work with and communicate effectively, orally and in writing, with co-workers and the public, especially during volatile, stressful situations.
- Ability to maintain accurate records in an organized manner.
- Ability to work under strict time constraints to meet deadlines.
- Ability to handle several tasks simultaneously.
- Ability to provide related information promptly and courteously.
- Ability to sit or stand for extended periods of time to operate related equipment, such as keyboard, computer, printer, 10-key adding machine by touch, telephone, copier, and additional equipment as needed to complete assigned duties.
- General knowledge of office-related computer software.
- Skills in Customer Service
- Possess strong communication skills with the public and strong organizational and management skills.
- Knowledge of general office and accounting/bookkeeping procedures.

Minimum Education, Certification, and Experience Requirements

High school diploma or equivalent, related college coursework, supervisory experience, and experience involving cash handling, accounting work or an acceptable combination of education and experience required. Utility Billing experience and college degree preferred. Ability to type at least 35 words per minute accurately. Criminal and Financial background check required.

PHYSICAL AND ENVIRONMENTAL CONDITIONS

Sits, stands and converses for extended periods while assisting a constant stream of customers. Works well under pressure; ability to follow directions and assist other employees as needed.

