



## JOB DESCRIPTION

**Title:** Utility Billing Supervisor

**Department:** Finance

**Reports to:** Finance Director

**Pay Grade:**

**Date Adopted:** July 17, 2024

**Previous Revision Date:**

**Last Revision Date:**

**Type:**  Full Time

Part Time

**FLSA:**  Exempt  Salary

Non Exempt  Hourly

**Union:**  Yes

No

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### Job Summary:

Manage, direct, and coordinate the utility customer support activities of the Finance Department, including utility billing, customer service, collections and cash management. Act as the escalation point for concerned customers. Oversee the coordination of Sanitation operations, such as assigning collection routes to drivers and maintaining documentation for pick-ups, route completions, driver locations, and customer issues received from MARS customers.

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### Essential Functions:

1. Perform the essential functions described in the Utility Billing Clerk job description.
2. Balance cash drawers daily and prepare daily cash report. Reconcile daily cash report and make the daily bank deposit.
3. Review Meter Reader downloads. Check error messages to detect abnormal metering information. Compare past consumption patterns to determine need for rereading or investigation. Order rereading when necessary and make necessary corrections for billing.
4. Compile and run utility billing report. Print billing register, check for errors and correct any errors that are found. Process, print, and mail out utility bills.
5. Process and print refund checks on final bills.
6. Assist Finance Director in planning work assignments. Supervise and delegate work, provide training for new employees, monitor workflow, and review Utility Billing Clerk and Sanitation Dispatcher job performance. May participate in the selection of staff.

7. Manage, direct, and participate in customer service activities. Approve account adjustments for customers. Respond to and resolve difficult requests or complaints from customers regarding utility bills and payments.
8. Oversee, coordinate, and evaluate utility billing software updates and changes, including routine improvements and new system functionality.
9. Answer questions and provide information to the public. Investigate complaints and implement corrective action as necessary to resolve customer complaints regarding policy questions related to utility billing, collections, and meter reading.
10. Review and analyze residential and commercial customer accounts. Create reports to be used to assist in the deposit requirements and utility rate increases and/or decreases.
11. Oversee the coordination of Sanitation operations, such as assigning collection routes to drivers and maintaining documentation for pick-ups, route completions, driver locations, and customer issues received from MARS customers.
12. Attend conferences, lectures, workshops, and demonstrations regarding new equipment, procedures, and technological innovations that relate to marketing operations. Stay abreast of new trends and developments in the field.
13. May attend Board of Public Works meetings in regards to any changes or issues concerning utility billing.
14. Operate Microsoft Word, Excel, Power Point, Gmail, etc.
15. Operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
16. Keep confidential information confidential.
17. Serve on City phone bank and provide administrative support as needed during Emergency Operations.
18. Work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available to communicate with subordinates, supervisors, customers, vendors and any other persons or organizations with whom interaction is required to accomplish work and employer goals.
19. Punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.
20. Perform other work which is consistent with the essential functions of the job.
21. Perform other duties as assigned.

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**Education and Special License(s)/Certifications:**

High School diploma or equivalent required.

Associates Degree or additional courses in typing, bookkeeping, data entry, and office procedures and practices or equivalent experience preferred.

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**Experience:**

Three (3) or more years of experience with utility billing, customer service, collections, and cash management or an equivalent level of experience preferred. (Breaks in service of no more than ninety (90) days shall be considered *de minimus* and shall not be considered in calculating the consecutive years.)

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**Skills:**

1. Effective oral and written communication skills.
  2. Good listening skills.
  3. Ability to perform basic math and accounting skills.
  4. Ability to apply accounting and bookkeeping procedures.
  5. Ability to work in office-cubical environment.
  6. Organizational skills.
  7. Analytical skills.
  8. PC computer skills. (Windows-based word processing and spreadsheet software skills).
  9. Manual dexterity.
  10. Ability to work in environment with constant interruptions.
  11. Good typing and data entry skills.
  12. Reading.
  13. Good customer/public relations.
  14. Ability to work independently.
  15. Working knowledge of word processing, email, and calendaring computer software applications.
  16. Excellent interpersonal skills.
  17. Excellent grammar, punctuation, spelling, and proofreading skills.
  18. Ability to perform complex math and accounting skills.
  19. Supervisory and leadership skills.
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**Mental Requirements:**

1. Ability to organize files and retrieve data effectively.
2. Ability to learn and understand PC software applications.
3. Alpha and numeric recognition.
4. Ability to prioritize work.
5. Logical reasoning.
6. Patience.
7. Ability to carry out assignments through oral and written instructions.
8. Concentration.
9. Accounting principles.

10. Ability to compute basic math computations.
  11. Ability to work on several projects at once.
  12. Ability to work under distracting conditions.
  13. Ability to read and comprehend City policies and ordinances, State, and Federal laws and regulations.
  14. Ability to train and guide others.
  15. Ability to exhibit tact, diplomacy, and judgment when dealing with co-workers, other City employees, and external contacts.
  16. Ability to analyze complex problems and recommend possible solutions.
  17. Ability to multi-task.
  18. Ability to work under pressure.
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**Physical Requirements:**

1. Ability to lift 20 pounds and transport 20 feet.
  2. Ability to make and receive phone calls.
  3. Visual stamina and acuity adequate to review alpha/numeric data and spend long periods looking at computer screen.
  4. Ability to operate basic office machines such as copy machine, computer, calculator, fax machine, cash register, etc.
  5. Hand and eye coordination adequate to input computer data and operate various office equipment.
  6. Ability to sit and be attentive for extended periods of time.
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**Supervisory Responsibility (Direct and Indirect):**

Direct        Sanitation Dispatcher  
                  Utility Billing Clerk

Indirect

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**Disclaimer:**

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities, or working conditions associated with the position.

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Approved:

**Tobias J. Tempelmeyer, City Administrator**

**July 18, 2024**