

POSITION DESCRIPTION

Class Title: Billing and Support Supervisor

Department: Finance

Grade Number: 61

(\$19.19-\$23.89 commensurate
with experience)

Date: 05/12/2020

GENERAL PURPOSE

Performs a variety of routine clerical and administrative work and directs the actions of the Cashiers, Customer Service Representatives and Utility Billing.

SUPERVISION RECEIVED

Work under the direct supervision of the Finance Director.

SUPERVISION EXERCISED

Exercise supervision over the Cashiers, Customer Service Representatives and Utility Billing.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Plan, schedule, assign, coordinate, direct, review, and evaluate the work of assigned employees.

Discuss and correspond with customers about various requirements, regulations, and charges concerning utility services, problems pertaining to excessive usage and complaints about charges and services.

Analyze service problems, recommend changes and improvements; develops improved work techniques and operating procedures.

Keep Finance Director apprised of significant work problems and customer complaints; make recommendations for their solution.

Interpret City ordinances, policies and procedures to customers and employees.

Supervises and negotiates the collection of final and overdue bills, deposits and charges; ensures that legal requirements are fulfilled.

Assist the Data Processing Supervisor in resolving utility billing errors. Analyze causes of errors and works toward reducing errors. Oversees staff as the process the book and ticket work related to bill processing.

Make field inspections of unusual service requests, difficult service problems, and other complex and/or difficult customer service problems or complaints.

Study and standardize procedures to improve efficiency and increase the level of service provided to the public by customer service representatives.

Prepare correspondence, periodic and special reports as required.

Train cashiers, customer service and utility billing staff regularly to ensure the city, state and federal laws are being followed.

Leads the In-House Billing Team to create community friendly billing services. As well as addresses any business function issues related to those processes and recommends resolutions to the Director.

Perform related duties and responsibilities as required.

PERIPHERAL DUTIES

Assist customers with utility service connections, questions, and problems by telephone and in person (when a CSR is not available).

Serves as a back-up for staff when needed.

Oversees and is responsible for the daily processing of the mail the Municipal Mail Room. As well as ensuring the maintenance of said equipment within the restraints of the machine and in compliance with the Federal Postal Laws.

DESIRED MINIMUM QUALIFICATIONS:

Education and Experience:

- (A) High School Diploma or GED equivalent, supplemented by college course work in accounting or business related fields.
- (B) Five (5) years of progressively responsible related experience, or
- (C) Any equivalent combination of education and experience.

Necessary Knowledge, Skills and Abilities:

- (A) Working knowledge of computers and electronic data processing; extensive knowledge of modern office practices and procedures; and working knowledge of governmental accounting principles and practices.
- (B) The ability to deal patiently with problems and complaints and to remain courteous when faced with difficult or angry people is critical when the Customer Service Representatives cannot appease the customer.

- (C) Able to make decisions with regard to amounts to be paid by a customer to keep services connected and when to disconnect service to a customer on a past due account.
- (D) Effective verbal and listening communications skills, effective written communication skills, and very effective organizational skills.
- (E) Excellent interpersonal skills, team-building skills, analytical and problem solving skills, decision making skills, and time management skills.
- (F) Skill in operating listed tools and equipment.

- (G) Ability to perform arithmetic computations accurately and quickly; ability to work under pressure and/or frequent interruptions; and the ability to work the hours necessary to get the job done, which will include coming in early and staying late as needed with little or no notice.
- (H) Ability to use Excel, Word, and e-mail as needed and required.

TOOLS AND EQUIPMENT USED

Personal computer, including word processing and spreadsheet software; central computer; 10-key calculator, phone, typewriter, computer printer, and copy machine.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with ADA disabilities to perform the essential functions.

The Customer Service Supervisor will spend long hours sitting and using office equipment and computers, which can cause muscle strain. The position will require some lifting of supplies and materials (of less than 10 pounds) from time to time.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with ADA disabilities to perform the essential functions.

The essential functions for this position are classified as a “safety-sensitive job” under the Unity Bill, which could affect the safety and health of the employee or others.

The Customer Service Supervisor is located in a busy, open area office. The incumbent is faced with constant interruptions and must meet with others on a regular basis.

There are a number of deadlines associated with this position, which may cause significant stress. The incumbent must also deal with a wide variety of people on various issues.

SELECTION GUIDELINES

Formal application, rating of education and experience; oral interview and reference check; job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Approval: _____
Supervisor

Approval: _____
Personnel Director