

UTILITIES BILLING SUPERVISOR

DEFINITION

Under general direction, supervises work units responsible for utility billing and meter readings; responds to difficult customer complaints and questions; performs related duties as required.

REPRESENTATIVE DUTIES

The duties listed below are examples of the work typically performed by an employee of this class. Not all assigned duties may be listed. Marginal duties are those which are non-essential job function for this class

1. Plans, organizes, and supervises the work of those engaged in utility billing and meter reading; coordinates meter reading schedules with billing schedules.
2. Evaluates work unit performance and implements changes in methods and procedures; check work in progress and upon completion; schedules work assignments; trains and evaluates employees; takes necessary disciplinary actions; assists in the selection of staff; approves use of sick leave and vacation.
3. Responds to customer complaints and questions; adjusts account balances; refers needed repairs to field services; reviews and pursues delinquent accounts.
4. Provides temporary and vacation relief in similar occupational fields as necessary.
5. Represents and supports the policies and procedures established by the City Council, City Manager, Department Heads and Division Chiefs.

EMPLOYMENT STANDARDS

Education and/or Experience

Three years of clerical accounting experience that includes experience in billing and lead work activities or any combination of training and experience that provides the desired knowledge and abilities.

Knowledge of:

Supervisory practices and procedures; clerical accounting practices, record keeping, and automated accounting application; modern office practice and machine operation; municipal accounting system procedures.

Ability to:

Organize and schedule work; work independently; maintain financial and statistical records; perform clerical record keeping work; understand and apply accounting procedures; detect errors in coding, arithmetic, and record keeping and accounting functions; reconcile differences in the record keeping system; understand the relationship among accounting records and documents; prepare financial reports; establish and maintain effective working relationships with superiors, peers, subordinates and the general public; train and supervise others.

Special Requirements

Possession of or ability to obtain and maintain a valid California Drivers' License.

Physical Demands

Strength, dexterity, coordination and vision to use a keyboard and computer for long periods of time; dexterity and coordination to handle files; occasional lifting of object weighing up to 25 lbs.; moving from place to place within an office; some reaching for items above and below desk level; on an occasional basis, when substituting for meter readers, strength, stamina and dexterity to walk long distances some of which may be on uneven or slippery surfaces; frequent and repetitive bending and kneeling to view meter boxes; visual acuity sufficient to read meters with small numbers and indicator needles at a distance in a variety of lighting conditions.

WORKING CONDITIONS

Generally clean work environment with limited exposure to conditions such as dust, fumes, odors, or noise; daily use of a computer; periodic contact with angry and upset individuals; on an occasional basis, when substituting for meter readers, exposure to extreme weather conditions including heat, rain, snow, wind, dust, and noise.

Date Adopted: July 1, 1997