

BILLING AND COLLECTIONS SUPERVISOR

Position Code: 2345

WC Code: 8810

FLSA Status: Non-Exempt

Pay Grade: 353

Location: Finance

Approval Date: 2019

General Statement of Duties

Performs intermediate technical and responsible administrative work supervising and participating in the Customer Service/Billing Activities of the Town; does related work as required

Distinguishing Features of the Class

An employee in this class is responsible for supervising the activities which involve establishing and maintaining customer utility accounts; generating and mailing utility bills; handling customer inquiries relating to opening and closing of utility accounts; handling the more difficult customer inquiries related to utility billings and general municipal services; preparing and monitoring bank drafts; preparing and verifying a variety of electronic and manual reports and records; collecting a variety of funds for Town fees and services. Work involves managing the Town's Business Office and supervising customer service positions. Work involves public contact function and coordination with other departments within the Town's organizational structure. Considerable judgment and initiative are required. Considerable tact and courtesy are required in the public contact functions. Work is performed under the supervision of the Deputy Finance Director and is evaluated through conference, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

Duties and Responsibilities

Supervises daily cash transactions including accurate and efficient payment processing, balancing and reconciliation.

Supervises the time issuance of utility billing.

Supervision of staff performing billing and collection of fees for utility services.

Trains new staff and conducts annual performance evaluations of subordinates.

Prepares and executes delinquent account disconnects; negotiates customer payment plans.

Supervises accounting of customer deposits including verifying initial deposit, maintaining accurate and complete records and issuing refunds.

Requests special meter readings when needed for high bills, suspected leaks, etc.

Approves warning tags and cut-off of utility services.

Conducts a variety of analyses and related reports.

Researches and recommends process improvement measures and best practices.

Resolves customer questions and complaints regarding utility services.

Performs other duties as required.

Recruitment and Selections Guidelines

Knowledge, Skills and Abilities

Thorough knowledge of local policy and state statutes regarding utility billing and utility customer services.

Thorough knowledge of the policies, procedures and processes of the Town in handling customer services issues and concerns.

Thorough knowledge and understanding of the various utility rates and schedules.

Considerable knowledge of standard operating practices involved in modern office operation and serving the public.

Considerable knowledge of the applications of computer technology to utility billing and collections systems.

Ability to supervise employees including training, performance coaching, communications, motivations, establishing and communicating work expectations.

Ability to manage a revenue producing operation.

Ability to deal effectively with the public in a tactful and effective manner.

Ability to create and maintain accurate automated records, reports, and files in support of a cash receipt and customer oriented operation.

Ability to deal with customers with tact and courtesy and maintain control in sensitive and difficult situations.

Ability to develop and maintain effective working relationships with customers, employees, and the general public.

Ability to operate office machines required on the job, especially computer and calculator.

Ability to communicate effectively in oral and written forms.

Physical Requirements

Must be able to physically perform the basic life operational functions of fingering, reaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform 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.

Must possess the visual acuity to prepare and use figures and statistics, operate a computer terminal, and ready bills and other written materials.

Minimum Education and Experience

An Associate's Degree from an accredited community college in accounting, business administration or related field; and two to five years of experience in a billing operation involving multiple step tasks and use of billing software, and experience in customer service; or an equivalent combination of education and experience.