



## Class Description

**Class Title: UTILITY BILLING SUPERVISOR**

**Class Code: 23**

### **General Description**

The purpose of this job within the organization is to oversee the billing process in the Utility Billing Office.

This job works under close to general supervision according to set procedures, but determines how or when to complete tasks.

### **Duties and Responsibilities**

**The functions listed below are those that represent the majority of the time spent working in this job. Management may assign additional functions related to the type of work of the job as necessary.**

### **Essential Functions:**

Implements and operates billing strategies for issuing invoices accurately and on time.

Supervises and delegates work activities of staff establishing and maintaining customer utility accounts.

Handles customer inquiries and provides assistance.

Organizes utility services and sets up billing arrangements.

Resolves customer questions and complaints regarding utility services.

Gathers data and documentation for water, sewer and refuse.

Runs quarterly, monthly, weekly, daily reports as needed to monitor external and internal conditions of the City's revenue.

Coordinates all customer service projects.

Performs a bi-weekly edit check to verify the accuracy or inaccuracy of peaks in utility services.





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

Sets up new utility accounts and closes accounts for customers.

### **Additional Duties:**

Processes utility service applications for customers.

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

Performs related work as assigned.

### **Responsibilities, Requirements and Impacts**

#### **Data Responsibility:**

*Data Responsibility refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.*

Gathers, organizes, analyzes, examines or evaluates data or information and may prescribe action based on these data or information.

#### **People Responsibility:**

*People include co-workers, workers in other areas or agencies and the general public.*

Supervises or leads others by determining work procedures, assigning duties, maintaining harmonious relations, and promoting efficiency.

#### **Asset Responsibility:**

*Assets responsibility refers to the responsibility for achieving economies or preventing loss within the organization.*

Requires responsibility and opportunity for achieving moderate economies and/or preventing moderate losses through the management of a small division; handles supplies of high value or moderate amounts of money consistent with the operation





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of a small division.

### **Mathematical Requirements:**

*Mathematics requires the use of symbols, numbers and formulas to solve mathematical problems.*

Uses addition and subtraction, multiplication and division and/or calculates ratios, rates and percents.

### **Communications Requirements:**

*Communications involves the ability to read, write, and speak.*

Reads journals, manuals and professional publications; speaks informally to groups of co-workers, staff in other organizational agencies, general public, people in other organizations and presents training; composes original reports, training and other written materials, using proper language, punctuation, grammar and style.

### **Judgment Requirements:**

*Judgment requirements refer to the frequency and complexity of judgments and decisions given the stability of the work environments, the nature and type of guidance, and the breadth of impact of the judgments and decisions.*

Responsible for the actions of others, requiring almost constant decisions affecting co-workers, crime victims, patients, customers, clients or others in the general public; works in a moderately fluid environment with guidelines and rules, but frequent variations from the routine.

### **Complexity of Work:**

*Complexity addresses the analysis, initiative, ingenuity, concentration and creativity, required by the job and the presence of any unusual pressures present in the job.*

Performs semi-skilled work involving set procedures and rules, but with frequent problems; requires normal attention with short periods of concentration for accurate results or occasional exposure to unusual pressure.





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### **Impact of Errors:**

*Impact of errors refers to consequences such as damage to equipment and property, loss of data, exposure of the organization to legal liability, and injury or death for individuals.*

The impact of errors is moderate – affects those in work unit.

### **Physical Demands:**

*Physical demands refer to the requirements for physical exertion and coordination of limb and body movement.*

Performs sedentary work that involves walking or standing some of the time and involves exerting up to 10 pounds of force on a regular and recurring basis or sustained keyboard operations.

### **Equipment Usage:**

*Equipment usage involves responsibility for materials, machines, tools, equipment, work aids, and products.*

Handles or uses computers or work aids involving some latitude for judgment regarding attainment of a standard or in selecting appropriate items.

### **Unavoidable Hazards:**

*Unavoidable hazards refer to the job conditions that may lead to injury or health hazards even though precautions have been taken.*

None.

### **Safety of Others:**

*Safety of others refers to the level of responsibility for the safety of others, either inherent in the job or to ensure the safety of the general public.*

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.





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### **Minimum Education and Experience Requirements:**

Bachelor's degree in business administration, accounting, or related field.

Requires five years of progressively responsible experience in utility billing, accounting, banking, financial accounting or related field, some of which must have been in a supervisory capacity.

An equivalent combination of training and experience (as approved by the department) may be used to meet the minimum qualifications of the position.

Preferred Qualifications: Experience working for a local or state government agency.

This position will require some after-hours work as the need arises. An example is once per month, several hours will be required to upload/download financial data when City system has no other users online.

### **Special Certifications and Licenses:**

None.

### **Americans with Disabilities Act Compliance**

The City of Petersburg is an Equal Opportunity Employer. ADA requires the City of Petersburg to provide adequate accommodations to qualified persons with disabilities. Prospective and current employees are encouraged to discuss ADA accommodations with management.

