

Position: Utility Billing Supervisor
Reports to: Asst. City Manager, City Manager
Department: 2-510
Work Schedule: Monday-Friday 8a-5p
FLSA: Non-exempt
Grade: A5
Supervisory: Yes
Supervisory Ladder: A1, A3

Job Summary: Under general direction of the Assistant City Manager and City Manager, performs responsibilities and specialized operations related to customer accounts and billing in the City of Paris Combined Utilities. Assigns, supervises, trains, and works with utility administration employees in regard to operation and procedures for the department.

EXAMPLES OF DUTIES:

- Responsible for the operation and maintenance of all utility accounts.
- In charge of utility billing and all necessary adjustments for utility accounts.
- Oversee the collections process of delinquent accounts and maintain utility account information for reporting purposes.
- Responsible for communicating with and the supervision of the utility administration department and collaborates closely with other departments such as the meter readers in a manner that ensures proper maintenance of all utility customer accounts.
- Works directly with the public and individual customers relative to their utility accounts.
- May also be called upon to assist in the receiving and posting of utility payments from utility customers.

JOB SUMMARY:

- Utility Billing, delinquent notices, and managing utility cut offs.
- Calculates Monthly Fuel Adjustment (as required).
- Submits Utility related public notices to local newspaper.
- Completes budget billing and sets up and maintenance and yearly reconciliation.
- File and submit payment for applicable taxes (as required).
- Manages late payment arrangements and responsible for collection efforts of the City related to Utilities.
- Manages and processes miscellaneous receipting for Utility fund.
- Calculates Utility adjustments according to current City policy.
- Coordinates with Finance Staff regarding tax and supplemental/misc. billing.
- Responsible for uploading and downloading meter reading handheld computers and interfacing meter reading with the billing software.
- Manages POS and GL interface for internet payments and account updates daily, balance accounts and deposit reports for all utility payments.

- Website Admin for customer payment profiles (password changes and account setup).
- Performs a utility service such as account adjustments, dump tickets, work order tracking, and septic manifest.
- Manages returned checks and credit card chargebacks (collection and arbitration with customer and financial institution) (as required).
- Verify accuracy of billing data and reverse any errors.
- Maintain and update records of fiscal transactions, post payments, and refunds to the appropriate account. Complete forms and logs to create records of such transactions / deposits, receipts, or invoices.
- General duties may also include file maintenance, logs, record keeping; US monetary system for the purpose of making changes, receiving payments, or making calculations.
- Process work orders, meter changeouts, meter taps, and outstanding service orders.
- Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems.
- Resolve customer complaints or answer customers' questions regarding policies and procedures.
- Manages and processes Transfer Station Charge Accounts.
- Manage and process Wastewater surcharge accounts.
- Month end processing revenue.
- Assists and coordinates Utility invoicing reconciliation with Accounts Payable.
- Refunds overpayments and crediting to customer accounts (as required).
- Download PAF bill copies on monthly basis.
- Process Accounts Receivable on final accounts.
- Monthly water leak audit, theft of charge audit, non-penalized customers, Utility billing audit.
- Manages inactive accounts.
- Approve payment arrangement requests.
- Process fiscal year end procedures.
- Annual yearly reconciliation of customers with medical extended notice.
- Manage balance transfers on new accounts.
- Semiannual AR refund audit, semiannual deposit refund audit, semi annual account message review and clean up.
- Follow theft of service procedures to process disconnection of Utility services, including working with Code Enforcement officials.
- Other duties as assigned.

MINIMUM QUALIFICATIONS:

- Graduation from an accredited high school or its equivalent (GED).
- Three years' experience in office setting and/or working with customers.

KNOWLEDGE, SKILLS, & ABILITIES:

- Ability to perform mathematics to solve problems or perform analysis.
- Computer skills include the ability to type and utilize office software and specialized billing software.
- Ability to work well with co-workers, supervisors and the general public.
- Positive attitude and willingness to take initiative.
- Active listening and critical thinking skills.
- The ability to read and understand information and ideas presented in writing.
- Attention to detail and thorough in completing work tasks.
- Ability to utilize excellent customer service skills; establishes and maintains effective working relationships with other employees, officials, and all members of the public.
- Both in person and using excellent telephone etiquette.
- Sensitive to others' needs and feelings and being understanding and helpful on the job, while administering policy fairly and consistently.
- Ability to accept criticism and deal calmly and effectively with high-stress situations.

PHYSICAL REQUIREMENTS:

- Operates a variety of standard office equipment, including a personal computer that requires continuous and repetitive eye and arm, or hand, movement.
- Standing / sitting for extended periods of time. Ability to lift up to 25lbs frequently.