



## **JOB DESCRIPTION**

**Position:** Utility Billing Supervisor

Reports to Asst. City Manager and City Manager

Department: 2-510

**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 regards to operation and procedures for the department.

**EXAMPLES OF DUTIES:** Employee is responsible for the operation and maintenance of all utility accounts. Employee also is in charge of utility billing and any and all necessary adjustments for utility accounts. Employee will oversee the collections process of delinquent accounts and maintain utility account information for reporting purposes. Employee will be 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 insures proper maintenance of all utility customer accounts. Employee will work directly with specific customers relative to their utility accounts. Employee 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 manage utility cut offs
- Calculates Monthly Fuel Adjustment
- 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
- Manages late payment arrangements and responsible for collection efforts of the City related to Utilities.
- 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 services 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)
- 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 record 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 change, receiving payments, or making calculations.
- Process work orders, meter changeouts, and meter taps.
- 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.
- Other duties as assigned.

## **MINIMUM QUALIFICATIONS:**

### **Training and Experience**

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

### **Knowledge, Skills and Abilities**

- Ability to perform mathematics to solve problems or perform analysis.
- Computer skills including the ability to type and utilize office software and specialized billing software.
- Ability to work well with co-workers, supervisor 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.
- Job requires being careful about 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 general public. Both in person and using excellent telephone etiquette.
- Job requires being sensitive to others' needs and feelings and being understanding and helpful on the job, while administering policy fairly and consistently.
- Job requires accepting criticism and dealing calmly and effectively with high-stress situations.

### **Manual/Physical**

- 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.