



City of Findlay

Job Title:	Utilities Billing Supervisor	Job Category:	EE0-2
Department/Group:	Water Treatment/ Wastewater	Tested	No
Exempt:	Yes	Classified:	No
Level/Salary Range:	\$1,812.80-\$2,768.80 biweekly	Position Type:	Full-Time
Appointed:	Yes	Work Hours	Mon – Fri: 8:00 am-5:00 pm, (varies as needed)

Summary

Working under the direction of the Water Treatment Superintendent, the incumbent is directly responsible for billing and receiving revenues to support Water and Wastewater Departments and for the management and supervision of departmental personnel and resources.

Job Description

SUPERVISORY RESPONSIBILITIES

Directly responsible for the supervision of the Utility Billing employees to include coaching, mentoring, advocating for organization and advocating for employees.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Sets priorities for work schedules, assigns jobs to Clerks (i.e., billing, collection, front desk). Assigns jobs to Meter Readers (i.e., reading meters, service work, and meter setting repair);
- Inspects work for quality and work flow. Adjusts work procedures to meet billing deadlines, ensuring that the appropriate personnel are assigned to high priority tasks. Determines time allotted for completion and schedules appropriately;
- Conducts employee performance evaluations;
- Makes recommendations to Water Treatment Plant Superintendent regarding employee discipline, employee retention, and employee selection;
- Maintains attendance schedule for employees assigned to Utility Billing/Customer Service Office. Approves employee leaves;
- Maintains working knowledge of all aspects of the Utility Billing/Customer Service Office;
- Prepares and enters pre-notes for EFT; sends files to bank for verification; checks for returns and reprocesses for invalid data; certifies accounts for AUTOPAY;
- Runs penalty journal to assess late fees for unpaid accounts;
- Responds to inquiries from the public, members of City Council, and City Administration in regards to revenue, revenue projections, usage analysis, and rate structure;
- Responds to inquiries from City staff and the public regarding Utility Billing/Customer Service activities; and implements resolutions to inquiries or complaints;
- Approves requisitions, budget transfers, and invoices;
- Retrieves data for work volume statistics, for accounting purposes, and for record-keeping, regarding customer service activities;
- Reviews annexation maps for billing changes;



City of Findlay

- Prepares month end and year end reports for the City Auditor and the Service Director;
- Prepares annual budget for Utility Billing Customer Service Office. Submits annual budgets for capital improvements and capital equipment lists, as requested;
- Reviews and updates rules and regulations for Water and Wastewater Departments;
- Monitors and request changes when need on the Utility Billing Office internet web page;
- Attends meetings and conferences that are industry-specific in order to maintain current knowledge of Utility Billing fields. Establishes networks with other Water Utility Departments to garner information regarding technology, policies, software, rates, and customer service issues;
- Participates in planning for future revenue in order to maintain and improve City water and wastewater billing, distribution, treatment, and maintenance;
- Participates in committee review and implementation of new rates for water and wastewater. Prepares revenue projections based on historical usage and current rates;
- Provides guidance of policies in the City of Findlay employee handbook.
- Assists in the enforcement of the City of Findlay Water Utilities rules and regulations, policies, related City Ordinances, other applicable rules, statutes, and the Hancock County Public Health Department rules;
- Performs other duties as required.

LICENSES AND CERTIFICATIONS

None required

EDUCATION AND/OR EXPERIENCE

Associate Degree in Accounting or and equivalent four (4) years of training and education

Two years minimum supervisory experience.

OTHER KNOWLEDGE, SKILLS AND/OR ABILITIES

- Experience with current office technology; willingness and ability to adapt to emerging technologies;
- General working knowledge and experience with of all aspects of the Utility Billing/Customer Service Office;
- Ability to effectively supervise, coach, develop and discipline employees;
- Ability to establish and maintain cooperative working relationships with employees, officials, other agencies, and the general public;
- Possesses good time management and planning skills;
- Ability to follow verbal and written directions;
- Ability to effectively communicate both verbally and in writing;
- Ability to be bonded.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations must be made to enable individuals with disabilities to perform the essential functions.



City of Findlay

While performing the duties of this position the employee is primarily sedentary and there is minimal physical exertion required although some brief periods of walking or standing are possible.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the majority of the work is performed indoors in a controlled temperature environment, protected from external weather conditions.

Posted Up:	October 10, 2017	Posted Down:	Until Filled
------------	------------------	--------------	--------------

To apply for position please click on link for City of Findlay's website below:

<http://www.findlayohio.com/government/city-departments/human-resources/job-openings/>