

BILLING MANAGER

NATURE OF WORK

This is responsible administrative and accounting work involving the reading, billing, collection, corrections and record keeping of public utilities billed out to customers.

The position of this class is responsible for performing a wide range of utility accounting and public contact work; and for directing and coordinating the activities of utility accounts receivable personnel, meter readers, electrical and water crews assigned to investigations, and clerical personnel engaged in the recording of customer complaints or inquiries. Supervision extends to meter readers, billing and collection personnel, work order crews, and other support staff involved in operations of the city's public utility billing. The incumbent works independently on routine inspections, on more controversial matters may consult with a superior. Work is performed under the general direction of the Secretary-Treasurer.

ILLUSTRATIVE EXAMPLES OF WORK {Employees of this classification must be able to perform the following. Physical and mental tasks related to these functions will be required. The following examples do not contain every task that could be reasonable assigned. The absence of a specific task here does not imply the task cannot be assigned if related to the nature of work, a logical assignment, or a business necessity.}

- Coordinates and supervises the work of employees in various departments and departmental sections to ensure correct billing, accurate collecting, and accounting of the city's utility accounts receivable.
- Reviews utility records for consumption deviations; issues work orders; coordinates correction procedures; classifies public utility customers for billing purposes.
- Establishes and modifies routes for utility meter reading; assigns meter readers and supervises their work.
- Receives customer complaints or inquiries covering utility bills; explains the computation of bills; initiates inspections of metering devices; oversees the dissemination of information on utility billing computation and related activities.
- Prepares and maintains necessary records and reports.
- Receives all after hours calls related to utilities.
- Investigates all electric or water meter tampering and filing necessary changes with proper authorities.
- In the absence of the Secretary-Treasurer, supervises and directs the day-to-day operations within the delegated area of responsibility.
- Performs related work as assigned.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

- Thorough knowledge of utility billing practices, meter reading operations, and the processing of complaints, investigations, and inspections.
- Considerable knowledge of bookkeeping and accounting principles and practices.
- Ability to take and summarize minutes in shorthand, speedwriting, or longhand.
- Ability to establish and maintain effective working relationships with elected officials, Federal and State representatives, department heads and employees.
- Ability to deal with the public in a pleasant and courteous manner in stressful situations.

TRAINING AND EXPERIENCE REQUIREMENTS

Graduation from high school or general education diploma plus three years of administrative support experience in a municipal billing office or related discipline; or substituting college or vocational level course work or training in accounting for the experience. Must be a registered voter.