



CITY OF POCATELLO CLASSIFICATION SPECIFICATION

Utility Billing Director

Department: Utility Billing
Date Established: 3/2014

Reports to: Chief Financial Officer
Date Revised: 12/2017

Pay Grade: H15
FLSA Status: Exempt

CLASSIFICATION SUMMARY

The Utility Billing Director supervises the consistent, accurate, and timely billing and collection of funds for City water, sewer, and garbage services. The job supervises and trains Utility Billing Specialists who perform billing, accounts payable and accounts receivable duties. This is a management position responsible for the management and maintenance of customer accounts, with latitude to make judgment decisions regarding billing adjustments and/or payment arrangements. The job includes direct citizen contact and utilizes conflict resolution abilities to resolve issues and concerns. This position may be appointed by the Mayor and confirmed by City Council.

The job requires attention to detail and knowledge of customer service and accounting and bookkeeping methods. The also requires a high level of public contract/public relations skills, as well as supervisory skills to hire, manage and train employees.

The job requires the ability to maintain a collaborative and cooperative working relationship with elected and appointed officials, other City employees, other organizations, and the general public.

The work environment is a Department office environment; some field work may be occasionally required. The noise level is generally moderate.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(illustrative only and may vary by assignment)*

Supervises the employees and procedures in the City Utility Billing Department, ensuring the consistent, accurate, and timely billing and collection of funds for water, sewer, and garbage service. Identifies opportunities for improvement and changes in office policies and procedures and/or changes to City Ordinances with regard to utility billing. Compiles and maintains information for record requests and generates statistics for reporting/presentation purposes.

Hires, supervises, schedules, trains, evaluates, and disciplines employees, including terminations as needed.

Schedules monthly and weekly billing cycle procedures to ensure adequate resources and employees are available, coordinates with other affected City departments, and ensures billing and collection deadlines are met.

Provides customer service to City water, sewer, and garbage customers by telephone and in person, answers questions, provides information, and resolves billing issues. Resolves difficult issues and deals with especially difficult customer relations issues. Researches and responds directly to customers on Service Requests from the Mayor's office.

Transfers electronic payments and corrects account number errors for daily posting. Calculates and posts adjustments to accounts for system leaks and defective meters.

Reviews and adjusts accounts for referral to collection agency.

Prepares daily cash report and forwards to Finance Department. Prepares and processes Department payroll and accounts payables.

Maintains warehouse inventory of office supplies, including placing orders. Requests bids for vehicle purchases, meter reading equipment and large volume of printing costs. Prepares articles for newspaper, press releases and Mayor's newsletter. Responsible for records management retention and destruction.

Prepares annual Department budget and monitors spending for compliance. Reviews and authorizes department p-card purchases.

Performs other duties as assigned. Nothing in this job description restricts management's right to assign or reassign duties and responsibilities to this position at any time.

CLASSIFICATION REQUIREMENTS

The requirements listed below are representative of the minimum knowledge, skill, and/or ability required for an individual to satisfactorily perform each essential duty satisfactorily and be successful in the position.

Knowledge of:

- Employee hiring, supervision, training, evaluation, disciplinary, and termination methods, techniques, and objectives;
- Department policies, procedures, and processes to ensure the consistent, accurate, and timely billing and collection of funds for City water, sewer, and garbage services;
- Cash handling, bookkeeping, and accounting procedures;
- Customer service methods, techniques, and objectives;
- Municipal budgeting procedures and techniques;
- Methods, techniques, and objectives of service and financial record keeping, documentation, and the preparation of reports;
- Data entry, filing, and related basic clerical skills;
- Federal regulations and City policies regarding safe work practices;
- Operation of office equipment including a personal computer and job-related software applications.

Skill and Ability to:

- Supervise the employees and processes to ensure the consistent, accurate, and timely billing and collection of funds for City water, sewer, and garbage services;
- Hire, train, schedule, supervise, evaluate, discipline, and terminate employees, as needed;
- Provide efficient customer service by telephone and in person including under occasionally stressful conditions and to communicate effectively with people who may be angry, frustrated or confused. Provide efficient customer service to persons of varied backgrounds and experiences;
- Perform cash handling, bookkeeping, and accounting functions to track and report on financial transactions and billing compliance;
- Maintain financial and service records, documents, and logs and prepare periodic reports;
- Operate office equipment, including hand-held meter readers;
- Operate a personal computer and job-related software and applications;
- Perform advanced clerical duties including, but not limited to, data entry, filing, and related duties;
- Prepare and implement an annual budget and service level report;
- Maintain inventory of supplies, including placing and receiving orders;
- Perform multiple tasks simultaneously, including handling interruptions, and return to and complete tasks in a timely manner;
- Perform duties accurately and efficiently under time-sensitive deadlines;
- Maintain a collaborative and cooperative working relationship with elected and appointed officials, other city employees, and the public;

- Maintain a professional demeanor at all times;
- Communicate effectively in the English language at a level necessary for efficient job performance;
- Complete assignments in a timely fashion;
- Understand and comply with all rules, policies and regulations;
- Perform all duties in accordance with City policies and procedures with regard for personal safety and that of other employees and the public.

ACCEPTABLE EXPERIENCE, TRAINING, LICENSES AND/OR CERTIFICATIONS

- High school diploma or GED required;
- Bachelor's Degree in financial accounting is preferred or advanced training in office/ business procedures and experience in billing and collections;
- Experience that demonstrates a high level of public contact/public relations skills and customer related conflict resolution abilities.

An equivalent combination of education and experience that provides the required skills, knowledge and abilities to successfully perform the essential functions of the position may be considered.

PHYSICAL REQUIREMENTS

While performing the duties of this classification, the employee is frequently required to stand, walk, sit, stoop, kneel, bend, use hands to handle materials, keyboard or type, reach with hands and arms, and operate job-related office equipment. The employee must occasionally lift and/or move up to 25 pounds with assistance. Sufficient visual acuity and hearing capacity to perform the essential functions and interact with the public is required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.