



HUMAN RESOURCES DEPARTMENT

POSITION DESCRIPTION

TITLE:	Billing Supervisor	LAST UPDATED:	January 13, 2016
DEPARTMENT:	Financial Services	JOB CLASS:	
REPORTS TO:	Revenue Collections	FLSA DESIGNATION:	Exempt

Summary: Under general supervision of the Revenue Collection Manager, ensures accurate and timely billing of city fees for water, sewer, stormwater and garbage through the software systems by supervising the Billing functions of the Revenue Collections division of the Financial Services Department. Serves as staff systems analyst for the software billing system. Manage the billing print process and online payment system with third party contractors. Ensure excellence in customer service to citizens and city employees. Supervises assigned staff.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

Essential Job Functions:

- Manages the day to day processing of utility zone billings, PID billings, general billing and miscellaneous billings.
- Manages the meter reading imports and review for variances.
- Manages and monitor the set up of new accounts.
- Manages and maintain the books and zones for utility accounts.
- Maintains the integrity of account balances by analyzing and preparing various adjustments to account balances.
- Reviews and approves leak adjustments < \$500.
- Reviews and approves second notices, cut-offs for non-payment, penalty adjustments.
- Hires, trains, evaluates schedules, and supervises assigned staff.
- Evaluates and implements policies and procedures that enhance the efficiency and productivity of the billing area.
- Interacts with public and staff on a daily basis; answer inquires, address complaints, grievances, emergencies, issues, and assist customers as needed.
- Maintains proper internal controls to ensure the safeguarding of all assets held in the Billing Office.
- Prepares and implements accounting procedures related to the billing function.
- Serves as the liaison between Billing Office and third party bill print contractors.
- Interacts with public and staff on a daily basis; answer inquires, address complaints, grievances, emergencies, issues, and assist customers as needed.
- Maintains the System billing tables/arte tables and manages the upgrade processes.
- Serves as the systems analyst for troubleshooting errors and is the staff liaison with the software vendor.
- Opens facility at and/or secures facility at closing.

Other Important Duties:

- Serves as back-up for the Revenue Collections Manager and Cashier Supervisor.
- May travel to attend meetings, conferences and trainings.
- Regular and consistent attendance for the assigned work hours is essential.
- Performs other related duties as assigned

Required Knowledge and Skills:

- Knowledge of reconciliation procedures with the ability to reconcile accounts.
- Knowledge of the planning, administration and operation of cash collection and billing programs.
- Knowledge of accounting procedures.
- Knowledge of problem-solving techniques for identifying problems, researching and determining the most appropriate course of action for their resolution.
- Knowledge of effective customer service techniques with the ability to present one's self and the city in a positive and professional manner.
- Knowledge of time management techniques with the ability to organize, schedule, assign, delegate, coordinate, and monitor the work to accomplish the most possible in the time available.
- Knowledge of computers and software application.
- Effective interpersonal, oral and written communication skills..
- Skill in effectively supervising and delegating duties to assigned staff.
- Skill in proofreading materials to ensure accuracy.
- Ability to work effectively with minimal instruction and supervision.
- Ability to make independent judgments.
- Ability to maintain restraint and keep calm when faced with emotional or irate and sensitive individuals.

Preferred Education, Experience, and Certifications:

- Bachelor's Degree in Accounting, Public Administration, Business Administration or related field, **and** five (5) years accounting (government or banking preferable) experience including experience in accounting functions, or related experience with two (2) years increasingly responsible supervisory experience; **or** equivalent combination of education and experience.
- Must pass a pre-employment drug screen, criminal background check and MVR check.
- Must possess valid State of Texas Drivers License.

Environmental Factors and Conditions/Physical Requirements:

- Work is performed in an office setting.
- May be subject to repetitive motion such as typing, data entry and vision to monitor.
- May be subject to occasional bending, reaching, kneeling and lifting such as retrieving or replacing files and records or picking up mail from the post office.
- May be subject to loud noises and frequent interruptions.
- May be subject to exposure to irate, hostile customers and heavy telephone usage.
- Must be able to lift up to 30-35 pounds.

Equipment and Tools Utilized:

- Equipment utilized includes personal computer, copier, calculator, fax machine and other standard office equipment.

Approved By:

Signed by April Spann, Revenue Collections
 Manager

April Spann, Revenue Collections Manager

04/23/2015

Date



Shannon Allyn, Human Resources Generalist

04/23/2015

Date

