

**CITY OF COCONUT CREEK
JOB DESCRIPTION**

JOB TITLE: Billing & Customer Service Supervisor
DEPARTMENT: Finance and Administrative Services
FLSA STATUS: Exempt

GENERAL PURPOSE:

Performs supervisor level work in the Finance and Administrative Services department. Position typically supervises a small to mid-size group of associate and technical employees and is responsible for planning, directing, administering, supervising, and participating in the daily operations, staff, and activities of the Utility Billing Division, including billing, meter reading, payment collection, cash balancing, customer service, and database and system administration for all related work. Position requires a complete understanding and wide application of principles, theories, and concepts in assigned function or business area. Employee must exercise considerable initiative and sound judgment in the planning, scheduling, and carrying out of assignments, and work is performed under general supervision.

EXAMPLES OF ESSENTIAL FUNCTIONS:

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the classification. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Manages and supervises the cashiering, meter reading, customer service, and utility billing and account maintenance functions
- Supervises and/or directs staff in the Utility Billing Division, including mentoring, training, counseling, evaluating and managing performance, and scheduling daily assignments for personnel; provides input to hiring and disciplinary actions as needed
- Manages the payment collection process, including but not limited to, the collection of payments from customers, the depositing and cashiering functions, and monitoring internal control systems for all cash receipting and utility billing functions, maintenance of service records, records and filing system maintenance for utility accounts, and General Ledger reconciliation
- Establishes and maintains a customer service focus within the Utility Billing Division and the City, including but not limited to, explaining City policies and procedures related to utility services and billing procedures to customers, addressing customer complaints or requests, receiving and verifying data about customer and accounts, and handling extremely difficult customer situations involving account disputes, collections, and water turn-offs for delinquent accounts
- Manages the meter services process, including but not limited to, overseeing timely entry of meter readings, data load, and upload of meter reading devices,

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overseeing the contract for meter reading functions for billing, analyzing meter reading input for accuracy, and coordinating with the Utilities and Engineering Department as necessary for coverage or to resolve issues

- Manages the utility billing process, including but not limited to, generating bills and checks, editing and verifying the billing register, updating journals and other record systems for each cycle, compiling, inputting, and analyzing data for billing activities, adjusting accounts as appropriate, and Negotiates and manages contracts with several third party service providers to include meter reading contractor, printing and mailing contractor, credit card processing companies, banking partners, and software vendors
- Maintains related technology, including but not limited to, coordinating with the Information Technology Department to upgrade, enhance, and troubleshoot the Utility Billing software (including work order system), maintaining the Utility Billing web page on the City's website, and recommending and implementing automation opportunities
- Participates on the department leadership team in a variety of projects (not limited to Utility Billing), including but not limited to, strategic planning, budget administration, department training plans, reconciliations and various accounting projects, recommending and implementing goals and objectives, policies and procedures, and process improvements, preparing operational, analytical, statistical, and financial reports and reconciliations and performing operational audits as needed
- Performs other duties as assigned and/or required

MINIMUM QUALIFICATIONS:

Bachelor's degree in accounting, business administration, public administration, or closely related field, supplemented by a minimum of three (3) years of verifiable work experience in utility billing or related activities, preferably with a governmental agency or with an agency that provides governmental utility services; at least two (2) years of supervisory experience is preferred; an equivalent combination of education, certification, training, and/or experience may be considered.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of daily operations, policies, and procedures related to utility services, customer service, and billing processes, including utility billing systems
- Knowledge of supervisory principles and practices, and the ability to coordinate technical and clerical staff activities effectively, including ability to motivate staff
- Exceptional skill in time management and organization
- Skill in Microsoft Word and Excel and the ability to learn new software quickly required, with the knowledge of Microsoft PowerPoint preferred
- Skill in working with long, complicated spreadsheets
- Ability to apply effective methods and techniques of excellent customer service
- Ability to analyze, interpret, apply, and enforce applicable Federal, State, and local policies, procedures, laws, and regulations, including City and Finance Department policies and procedures

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- Ability to handle problems encountered on a daily basis
- Ability to manage multiple projects concurrently
- Ability to work independently on assignments with limited supervision, exercising personal initiative and making informed decisions based on established policies and procedures
- Ability to clearly communicate and understand information in English, both orally and in writing
- Ability to establish and maintain effective and cooperative working relationships with those contacted in the course of work, including dealing tactfully with the public in the resolution of difficult and contentious matters
- Ability to perform strategic planning, implement and maintain performance management techniques, and priority setting for a Billing Department
- Ability to research and analyze, with attention to detail
- Ability to regularly attend work and arrive punctually for designated work schedule

PHYSICAL REQUIREMENTS:

Depending on functional area of assignment, tasks involve the ability to exert light physical effort in sedentary to light work, which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (up to 20 pounds). Tasks may involve extended periods of time at a keyboard or work station.

ENVIRONMENTAL REQUIREMENTS:

Tasks are regularly performed inside without potential for exposure to adverse conditions, such as dirt, dust, pollen, odors, fumes and/or poor ventilation, wetness, humidity, rain, temperature and noise extremes, machinery and/or moving vehicles, vibrations, electric currents, animals/wildlife, toxic/poisonous agents, gases or chemicals, oils and other cutting fluids, violence and/or disease, or pathogenic substances.

SENSORY REQUIREMENTS:

Some tasks require manual dexterity, in addition to visual and hearing acuity. Some tasks may involve identifying and distinguishing colors.

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The job description does not constitute an employment agreement between the City and employee and is subject to change by the City as the needs of the City and requirements of the job change.

The City of Coconut Creek is an Equal Opportunity Employer. In compliance with United States Equal Employment Opportunity guidelines and the Americans with Disabilities Act, The City provides reasonable accommodation to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

I have read and understand this classification description and hereby certify that I am qualified to perform this job, with or without reasonable accommodation.

Job Title

Name (print)

Supervisor's Name (print)

Employee Signature

Supervisor's Signature

Date

Date