JOB DECRIPTION
CITY OF JOPLIN
UTILITY BILLING SUPERVISOR

TITLE: UTILITY BILLING SUPERVISOR
DEPARTMENT: FINANCE

DESCRIPTION:
Responsible for managing and overseeing daily operations of Utility Billing functions to ensure proper customer service, as well as the accurate and secure handling of the City's customers' utility accounts. Reports to the Director of Finance.

GENERAL DUTIES AND RESPONSIBILIES:
- Attendance and punctuality
- Must maintain confidentiality
- High level of professionalism and integrity

PRINCIPAL DUTIES AND RESPONSIBILTES:
THE FOLLOWING ARE NORMAL DUTIES FOR THIS TITLE. HOWEVER, THESE ARE NOT TO BE CONSTRUED AS EXCLUSIVE OR ALL-INCLUSIVE, OTHER DUTIES MAY BE REQUIRED OR ASSIGNED.
- Manages the development and implementation of goals, objectives, and overall direction of Utility Billing unit to ensure efficient organization and completion of work.
- Supervises the daily activities of the Utility Billing staff.
- Communicates, and monitors policies, procedures, and standards for Utility Billing.
- May recommend to the Finance Director improvements and changes to policies and procedures when necessary.
- Prepares and analyzes a variety of financial reports and maintains reports necessary to ensure proper internal control and to satisfy information needs.
- Interacts with staff from other departments; business owners; and the public, in person or by telephone to respond to inquiries, receive complaints, or resolve problems.
- Performs special assignments as requested, to include researching and preparing reports and projects, developing and implementing programs, and presenting technical data to management.
- Oversees all processes involved in the billing and collection of payments for sewer and trash service.
- Ensures that all employees are adequately cross-trained to maximize service and efficiency.
- Participate in hiring, counseling and evaluation of assigned staff.
- Monitor customers' utility accounts to ensure proper billing and set up.
- Monitor ordinance changes, annexations and sewer agreements to ensure accurate utility billing.
- Investigate and resolve escalated complaints.
- Ensure the City's utility accounts and billing functions are in compliance with federal, state, and municipal laws and regulations.
- Ability to provide excellent customer service and resolve conflict with customers and staff.
- Strong sense of professionalism to calmly represent the City when addressing complaints and upset customers.
- Performs other duties as requested by the Finance Director

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GENERAL PHYSICAL REQUIREMENTS:

LANGUAGE ABILITY AND INTERPERSONAL COMMUNICATION

- Skill in both verbal and written communications with co-workers, vendors, customers and citizens.
- Excellent interpersonal skills to successfully develop positive intergovernmental and employee relationships.
- Knowledge of the basic principles of employee supervision and procedures.

MATHMATICAL ABILITY

- Knowledge of accounting, bookkeeping and billing practices.
- Ability to analyze data and reports and reach sound conclusions about the information.

COMPUTER KNOWLEDGE AND SKILL:

- Proficiency with computer programs (including Microsoft Excel) and related software, including the ability to generate reports, access and analyze customer accounts, prepare spreadsheets and generate correspondence.

PHYSICAL REQUIREMENTS:

- Requires long periods of sitting
- Must be mobile to such a degree that allows effective job related movement through the work area or building to perform essential job functions.
- Sightedness and hearing are required
- Low levels of twisting, stooping and bending may be required
- Must have a degree of manual dexterity sufficient to operate varying office equipment with keyboards such as computers, calculator, FAX machines, typewriters, copiers, scanners, telephones and other types of office equipment.

ENVIROMENTAL ADAPTABLITY

- Knowledge of accounting, bookkeeping and payroll practices and principles.

GENERAL QULIFICATIONS:

- EDUCATION - Completion of 60 college credit hours, emphasis in Accounting, Management, Business Administration or related field required. Bachelor's degree preferred.
- EXPERIENCE - Minimum four years' experience in bookkeeping, accounting, and office management. Customer Service and Supervisory experience is required.
- Must be able to type a minimum of 40 words per minute.
- Must be experienced with data entry into an automated administrative system.
- Must be able to successfully complete a thorough background check, and successfully complete a physical exam and drug test.
- Must possess a valid driver's license.

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Employee Name (PRINT) Date

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Employee Name (SIGNATURE)