

## BILLING SUPERVISOR

### NATURE OF WORK

This is responsible technical work supervising the billing process for municipal water and wastewater customers.

Work involves coordinating, assigning and supervising the work performed by subordinate employees in the performance of customer billing activities; interviewing, hiring and evaluating subordinate staff; implementing staff training programs; locating malfunctioning meters and initiating a work order for repair or replacement; and adjusting previous customer billings as required. Supervision is received from an administrative superior with work being reviewed in the form of conferences, reports submitted and results achieved. Supervision is exercised over subordinate employees.

### EXAMPLES OF WORK PERFORMED

Supervises subordinate staff responsible for checking and verifying meter readings and usage patterns that exceed specific parameters.

Supervises the collection and data entry of meter readings and meter exchanges.

Checks all accounts prior to billing and estimates and manually bills specific accounts.

Adjusts previous charges of water and wastewater billings as required.

Determines location of malfunctioning meters and initiates a work order for repair or replacement.

Receives and answers complaints and inquiries concerning manual billings and meter readings of accounts with multiple meters; supervises the rebasing of wastewater customer billings.

Performs related work as required.

### DESIRABLE KNOWLEDGES, ABILITIES AND SKILLS

Considerable knowledge of the principles, practices and procedures of office management.

Considerable knowledge of the basic principles of bookkeeping and financial record keeping procedures.

Knowledge of organizational and administrative policies and procedures.

Knowledge of the methods of manual and data processing accounting.

Ability to plan, coordinate and supervise the work of subordinate employees.

Ability to interpret rules, regulations and policies, and to make decisions in accordance with established precedent.

Ability to establish and maintain effective working relationships with municipal officials, other employees and the general public.

Ability to deal tactfully with the general public.

Ability to communicate effectively both orally and in writing.

#### DESIRABLE TRAINING AND EXPERIENCE

Graduation from a senior high school or equivalent supplemented by college level course work in business education, business management or related field plus experience in a responsible supervisory or office management position.

#### MINIMUM QUALIFICATIONS

Graduation from a senior high school or equivalent supplemented by college level course work in business education, business management or related field plus some experience in a responsible supervisory capacity; or any equivalent combination of training and experience which provides the desirable knowledges, abilities and skills.

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