



Title: Utility Billing Supervisor

Status: Non-Exempt

BRIEF DESCRIPTION:

The purpose of this position is to supervise the utility billing office, maintain utility accounts, perform regular billings, and prepare budget and audit information. This is accomplished by overseeing and reviewing utility data; ensuring that all utility records are kept up properly; supervising utility projects; following schedules; submitting work request slips; processing work orders; handling customer complaints and resolving issues; making account adjustments; perform utility billings and post penalties; writing off accounts; keeping up-to-date with billing guidelines and policies; and submitting reports and statistics; set up, maintain, and/or remove ACH bank drafts on utility accounts and bank site Other duties include assisting other employees; communicating schedules; ensuring staff maintains computers and other equipment; reviewing employee time sheets; submits department payroll and other reports; maintains backup tapes; printing tax bills and labels; and providing information to departments and the public.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	L	Performs functions to complete utility billings by uploading routes to the meter reader's handhelds; assisting in the edits of routes; performing final reviews before billing; completing spreadsheets to keep up utility data; preparing and posting account adjustments; calculating utility rates for a variety of services; tracking special accounts; finishing, reviewing, and adjusting bill calculations; performing final billing and posting of penalties; and printing, organizing, and mailing bills to the customer.	40%
2	S	Performs a variety of duties as needed by assisting with training and employee questions; reviewing leave request and timesheets; set up, maintain, and/or remove ACH bank drafts on utility accounts and bank site; keeping notes to be included into reports; maintaining backup tapes; compiling spreadsheets; manually billing for unusual services; transferring final balance on closed	25%



		accounts ; tracking unaccounted for gas and water usage; writing off unpaid closed accounts; maintaining computers and other equipment; keeping up with the changes in policies and guidelines; and supervising the utility meter readers.	
3	L	Performs clerical and maintenance functions by monitoring and ordering office supplies; preparing files for off-site storage; preparing correspondences; receiving and making phone calls; replying to emails; copying, scanning and faxing documents; and communicating with customers, vendors and co-workers.	15%
4	S	Prepares for budget and audit responsibilities by completing a variety of reports and spreadsheets; providing billing registers; and compiling billing information.	10%
5	S	Performs utility account maintenance by inputting customer information revisions; creating new utility accounts; making adjustments to deposits; moving revenue codes to refund bills; issuing or removing fees; setting up or removing accounts; and sending notifications to customers.	10%



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires knowledge necessary to understand basic operational, technical, or office processes. Level of knowledge equivalent to four years of high school or equivalency.
Experience	Over one year up to and including three years.
Supervision	Work requires functioning as a lead worker performing essentially the same work as those directed, and includes overseeing work quality, training, instructing, and scheduling work.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives General Direction: The employee normally performs the job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Fiscal Responsibility	This job title does research for documents, compiles data for computer entry, and/or enters or oversees data entry, network messaging email. Has responsibility for monitoring budget/fiscal expenditures (typically non-discretionary expenditures) for a work unit of less than department size (programs, activities, projects or small organizational units) or responsibility for fiscal management of capital project(s).
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with a system of real numbers; and practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	Valid drivers' license. Pass required Civil Service examination and be in selectable position.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	X	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
---	---	---	---	-----------------------------

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	communicating with co-workers, observing work duties, observing work site
Sitting	C	desk work, driving, meetings
Walking	O	to other departments/offices/office equipment
Lifting	O	equipment, files, supplies
Carrying	R	files, supplies
Pushing/Pulling	O	equipment, file drawers, tables and chairs
Reaching	O	for files, for supplies
Handling	C	paperwork
Fine Dexterity	C	calculator, computer keyboard, telephone pad
Kneeling	R	filing in lower drawers, retrieving items from lower shelves/ground
Crouching	O	filing in lower drawers, retrieving items from lower shelves/ground
Crawling	R	under equipment
Bending	O	filing in lower drawers, retrieving items from lower shelves/ground
Twisting	F	from computer to telephone
Climbing	R	stairs, step stool
Balancing	R	on step stool
Vision	C	computer screen, driving, observing work site, reading
Hearing	C	communicating with co-workers and public and on telephone, listening to equipment
Talking	C	communicating with co-workers and public and on telephone
Foot Controls	R	driving
Other (specified if applicable)		



MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, calculator, burster, vehicle, and copy machine Computers, printers, handheld meter reading devices and cradles. Software includes: Incode, Datamatic, Microsoft Work and Excel, Internet and email using Microsoft Outlook.

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
--------------------------	------------------------	--------------------------	--------------------	-------------------

D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
-------------------	------------------------------------	-------------------------------------	------------------------	-------------------

-Health and Safety Factors-	
Mechanical Hazards	R
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	R
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	M
Extreme Temperatures	N
Noise and Vibration	M
Wetness/Humidity	N
Physical Hazards	M

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None.

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
---	---	---	-----------------------------------

-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	R
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	F
Tedious or Exacting Work	F
Noisy/Distracting Environment	F
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			



(3)N/A



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

_____	_____	_____
	Signature of Employee	Date
_____	_____	_____
Job Title of Supervisor	Signature of Supervisor	Date
_____	_____	_____
Job Title of Department Head	Signature of Department Head	Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.

Revised 3/13/2012