



**City of Klamath Falls**

**Position Description**

Position: Meter/Billing Operations Manager	Group: Non-represented
Department/Site: Finance and Business Services/Utility Billing	FLSA: Exempt
Evaluated by: Finance and Business Services Director	Salary Grade: 123

**Summary**

Under the supervision of the Finance and Business Services Director, the Meter/Billing Operations Manager is an exempt position under FLSA. This position oversees and participates in day-to-day operations to ensure efficient and effective administration of the planning, organizing, managing, and directing of staff in the Utility Billing Division. This position is responsible for developing, implementing, overseeing, and providing customer service, communications, administration of the servicing and repair of water meters, daily scheduling and operations of the meter service personnel, administration of the Advanced Metering Infrastructure (AMI) and data services support for all the operational staff within the Division. This position develops and monitors the division budget, creates interim reports, reviews customer accounts for daily high consumption and verifies daily payment and billing transactions and adjustments, tracks field service orders. This position works independently and within a team environment, exercises discretion, good judgement and represents the City in a pleasant, diplomatic, and helpful manner. This is a supervisory position. The employee in this position carries out supervisory responsibilities in accordance with the City’s policies and applicable laws. Responsibilities include interviewing, hiring, and training employees; planning, assigning, directing work, evaluating performance, and disciplining employees; addressing complaints and resolving problems. Performs related duties as required.

**Distinguishing Career Features**

The Meter/Billing Operations Manager is the senior and master-level manager position, accountable for the efficient and effective accounting and field operations of the Utility Billing Division. Advancement to this position requires compliance with the education, qualifications, and a demonstrated ability to integrate operations, supervision, and administration of the position.

**Essential Duties and Responsibilities**

- Performs reviews and evaluations, hiring, coaching, disciplinary action of staff when needed, reviews job description before hiring new staff, plans, organizes and manages skill development and training of all staff.
- Oversees and provides technical support to meter field staff.
- Manages day-to-day activities of meter field staff service duties including work output, methods, public relations, external customer service, service order completion, and special projects.
- Participates in creating annual billing, late notice, meter reading and disconnect schedule.
- Monitors, tracks, and assigns Mobile Service Orders (MSO)

- Reviews work policies, procedures, techniques, and methods. Develops and implements new or improved procedures, ensures compliance with applicable accounting procedures and regulations.
- Forecasts, prepares and manages the Utility Billing budget and assists in the preparation of Capital Improvement Programs related to the Division; authorizes purchases and approves invoices.
- Audits cash handling procedures for the Division
- Provides support for annual audits.
- Prepares and calculates rate increases and fees, implements within the billing system.
- Responsible for Geothermal heating, sidewalk billing and meter calculations
- Direct supervision of Customer Accounting Representatives and Meter Servicing Specialists
- Maintains and updates Advanced Metering Infrastructure (AMI) for data collection, asset management systems, billing, customer portal, including meter reads for account billing or leak issues.
- Manages metering data quality control.
- Serves as a resource for questions regarding accounts and related information, resolves citizen complaints and issues.
- Develops and prepares data queries using a variety of reporting interfaces, tools, and applications.
- Analyzes complex issues and identifies alternative solutions, projects consequences of proposed actions, makes sound recommendations and implements recommendations in support of work group goals; provides management and technical assistance, and staff leadership on all aspects of the division's function; evaluates alternative approaches and develops effective solutions.
- Assists in gathering and presenting materials generated by the Division to CityManager, City elected officials, the public and City personnel.
- Participates and assists subordinates in performing job duties.
- Analyzes and approves adjustments to accounts including customer leaks.
- Prepare and analyze information needed for the annual CAFR for the Finance department.
- Performs other duties as assigned that support the overall objective of the position.

## **Qualifications**

### ▪ **Knowledge and Skills**

The position requires specialized professional-level knowledge of principles and practices of meters, billing, general accounting practices and customer service. Requires in-depth knowledge of AMI, City Code, policies, and procedures, size, type and location of City water meters, electronic reading devices; must know and understand modern practices and principles of supervision and leadership. Requires well-developed human relations skills, ability to communicate technical concepts to others, facilitate small group processes on technical matters; review employee performance, resolve conflict, and deal with organizations and individuals inside and outside of the City. Must demonstrate a high attention to detail, effectively organize multiple tasks and projects, analyze complex information, and develop solutions. Knowledge of utility services including automated meter reading, meter technology, meter installations and utility billing. Ability to maintain confidentiality and exercise discretion and judgement in dealing with sensitive or confidential information. Requires skill in the use of Microsoft Office, principles and techniques of data analysis, communication, public relations skill as a representative of the City and writing professional communications and reports.

### ▪ **Abilities**

Requires the ability to carry out all aspects of the position. Must be able to incorporate new services in meter reading cycles; contact proper departments; construct yearly meter reading and billing schedule to ensure a structured cycle; contact animal control or law enforcement when necessary to prevent exposing self or staff to unnecessary physical harm or conflict; incorporate new software and any changes in current software; read and interpret documents, such as safety rules, operating and maintenance instructions, and procedure manuals; routine reports and correspondence; add, subtract, multiply, and divide using whole numbers; apply commonsense understanding to carry out instructions furnished in written, oral, or diagram form; deal with problems involving several concrete variables in standardized situations; and handle routine and emergency situations with speed and accuracy. Requires the ability to plan, organize, and prioritize complex and technical work processes in a high-volume environment to meet schedules and timelines. Must be able to perform all clerical and record keeping duties of the position including operation of a variety of computer software programs designed for City utility services. Must be able to supervise, train, and manage the performance of staff in a manner that encourages teamwork, high morale, and efficiency.

### ▪ **Physical Abilities**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Incumbent must be able to work in an office environment and occasionally outside. While performing the duties of this job, the employee must be able to stand, walk, and use hands to finger, handle, or feel objects, tools, or controls. Requires visual acuity to read computer screens, printed material, and detailed information. Requires auditory ability to carry on conversations over the phone and in person. Requires substantial hand eye coordination to recognize numbers, letters, and words. Requires substantial strength to retrieve work materials from eye-level shelves and drawers. Requires the ability to use a typewriter style computer keyboard and 10-key for advanced data entry. The employee must lift and/or move up to 25 pounds.

- **Education and Experience**

The position typically requires an associate's degree in business accounting or equivalent and three-four years of progressive experience in accounts receivable, billing, and customer service; two of which must involve leadership over these processes. Public sector experience is preferred. Additional experience may substitute for some post-secondary education.

- **Licenses and Certificates**

Possession of or ability to obtain within 30 days of hire a valid Oregon driver's license.

- **Working Conditions**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions. At times must interact with disgruntled customers. The duties of this position are performed in a well-lighted, temperature-controlled office environment. The noise level in the work environment is usually quiet. Occasional exposure to outside weather conditions while working in the field.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (ADA), the City of Klamath Falls will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.