



respect - Communication - Integrity - Teamwork - family

City of Klamath Falls, Oregon
Job Description

UTILITY BILLING MANAGER

DEPARTMENT/DIVISION: Support Services/Utility Billing

GRADE: M-4

GROUP: Non-Represented

FLSA STATUS: Exempt

EFFECTIVE DATE: June 1, 2013

SUMMARY

Under the general direction of the Support Services Director, this position is responsible for planning, organizing, and administering the City's utility billing system such as meter reading, billing of accounts, system development charges, etc. Emphasis is on setting the direction for the department, organizational development, and the assignment and scheduling of duties. The Manager must be forward looking while paying close attention to daily activity to ensure that the routine utility billing activities are carried out to meet the objectives of the division. Performs related duties as assigned.

EXAMPLE OF DUTIES

Duties may include but are not limited to the following:

Establishes and directs achievement of annual goals for the department that are linked to the City's annual goals.

Designs efficient work policies and procedures, prepares work schedules, and expedites workflow to ensure daily and annual goals are met. Policies include those with customer impact such as reduced rates, and disconnects for lack of payment.

Ensures compliance with applicable accounting procedures and regulations. Requires that the Manager stay current on appropriate accounting rules and regulations. Provide support for annual Audits.

Establish and audit cash handling procedures for Utility Billing. This includes the safe keeping of cash, receipt of check and credit card payments, auto bank drafts and the City Red Flag policy.

Responsible for the processes by which the City increase rates for water, wastewater, and geothermal. This includes presentation City Council, implementation within the Billing System, and notification to Customers.

Direct supervision of Utility Billing and Meter Reading employees, including assignment of duties and examining work for exactness, neatness, and conformance to policies and procedures.

Responsible for communicating with customers concerning Utility Billing Policy, errors in billing and general complaints in an effort to resolve their questions or issues.

Responsible for the preparation of the Departments annual budget and monitoring for compliance throughout the year.

Performs or assists subordinates in performing all duties as required.

SUPERVISORY RESPONSIBILITIES

This is a managerial position. The employee in this position is responsible for establishing goals and planning activities at the department level and for direct 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.

QUALIFICATION REQUIREMENTS

Education and/or experience:

High school diploma or general education degree (GED) and five years of increasingly responsible experience in utility billing and customer service, which included three to five years of supervisory experience.

Desired:

An Associate of Arts (AA) degree from an accredited college or university in Accounting, Finance, or Business Administration. Experience with the following software packages: Microsoft Office and organizationsl integrated Billing Systems.

License/certifications:

Valid Driver's License.

PRE-EMPLOYMENT

Job offers for this position are contingent on the individual passing a pre-employment drug screen.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

Principles and practices of utility billing processes; administrative principles and practices including goal setting, program development, and implementation and evaluation; modern management and supervisory principles and practices; applicable safety training and occupational hazards; budgeting and cost control methods and procedures; applicable federal, state and local statutes and ordinances.

Skill in: organizing resources and establishing priorities.

Ability to:

Read and interpret documents such as billing invoices, work orders, statutes, regulations etc.; communicate effectively verbally and in writing; effectively present information and respond to questions from the public; perform mathematical computations; maintain and prepare records, reports and correspondence; establish and maintain effective working relationships.

PHYSICAL DEMANDS

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. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear. The employee frequently is required to sit. The employee is occasionally required to stand and walk.

The employee must regularly lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

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 individuals with disabilities to perform the essential functions.

The work is performed in a well-lit, temperature controlled office environment. The noise level in the work environment is usually quite.

The City of Klamath Falls is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, 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.

