

CITY OF ROSEVILLE

UTILITY BILLING OPERATIONS MANAGER

DEFINITION

To plan, organize, direct, and coordinate the activities for the Utility Billing Division including utility billing and customer service operations and enterprise system support including electric, solid waste, wastewater, and water; to manage the activities, operations, resources, and functions associated with all customer service, billing, credit and collections, field metering, and utility system operations support; to coordinate utility billing activities with other divisions and departments; and to provide highly complex staff assistance to the Assistant City Manager/Chief Financial Officer.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Assistant City Manager/Chief Financial Officer.

Exercises direct supervision over assigned supervisory, technical, and support staff.

EXAMPLES OF ESSENTIAL DUTIES – Duties may include, but are not limited to, the following:

Develop and implement divisional goals, objectives, policies and procedures

Plan, organize, and direct the functions and programs associated with customer service, call centers, collection centers, billing, credit and collections, field, metering, enterprise system operation support and development, and related operations.

Direct, oversee and participate in the development of the Utility Billing Division work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.

Prepare the Utility Billing Division budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.

Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the department.

Assist in overseeing internal/external department and utility projects including serving as project manager including the development of Requests for Proposals, negotiation of contract terms, development and management of project plans, monitoring of project progress and completion against contract terms, negotiation of revisions as needed, review and approval of work products, and resolution of conflicts and discrepancies.

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Ensure timely implementation, evaluation and testing of utility rate changes including technical support to affected City departments and divisions, and provide up-to-date reports related to utility billing.

Build and maintain positive working relationships with co-workers, other City employees, and the public using principles of good customer service.

Represent the division and department to outside agencies and organizations, participate in outside community and professional groups and committees; provide technical assistance as necessary.

Research and prepare technical and administrative reports; prepare written correspondence.

Performs related duties as assigned.

MINIMUM QUALIFICATIONS

Knowledge of:

Principles and practices of customer services operations and functions including those related to call centers, billing, credit and collections and field metering services.

Operational and strategic business planning processes, root cause analysis, work process design, and resource allocation.

Principles of budget development and administration.

Principles of contract development and administration.

Principles and strategies of effective leadership, project management, motivation, team building and conflict resolution.

Work safety rules and practices as applied to operational programs.

Principles and practices of organizational analysis and management.

Pertinent local, State and Federal rules, regulations and laws.

Trends in modern automated utility billing/collection and reporting systems.

Principles and practices of supervision, training and personnel management.

Ability to:

Organize and implement Utility Billing Division activities related to call centers, billing, credit and collections and field metering services.

On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.

On a continuous basis, sit at desk and in meetings for long periods of time. Intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and communicate through written means; and lift or carry weight of 10 pounds or less.

Create and sustain a business unit culture that promotes continuous process improvement and are aligned with City of Roseville strategic objectives.

Perform the most complex work of the department.

Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

Gain cooperation through discussion and persuasion

Interpret and apply city and department policies, procedures, rules, and regulations.

Prepare and administer a budget.

Explain and interpret policy, rules and regulations to staff, customers and other stakeholders.

Use sophisticated computerized reporting system to create reports, review and analyze billing payment/collection activities; make recommendations for changes to the reporting system.

Supervise, train and evaluate personnel.

Communicate clearly and concisely both in writing and orally.

Establish and maintain effective working relationships with those contacted in the course of work.

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Experience and Training:

Experience:

Five years of increasingly responsible professional experience in utility billing and customer service, including two years of supervisory responsibility.

Training:

A Bachelor's degree from an accredited college or university preferably with major course work in finance, accounting, public policy or administration, business administration, or related field.

License or Certificate:

Possession of a valid California driver's license by date of appointment.

11-07-20	Utility Billing Operations Manager
08-25-12	Billing Services Manager
06-28-03	
12-10-98	Utilities Accounts Manager
10-01-88	
05-04-83	Utilities Accounts Supervisor
07-01-79	Senior Account Clerk
10-30-73	Utilities Account Supervisor
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