

UTILITY BILLING AND FIELD SERVICES SUPERVISOR

DEFINITION

To plan, organize, direct and supervise assigned utility billing, credit/collections, meter services and meter readers operations; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from management staff as assigned.

Exercises direct supervision over assigned technical and support staff.

EXAMPLES OF ESSENTIAL FUNCTIONS - Duties may include but are not limited to the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for assigned operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in utility billing, credit/collections, meter services and meter readers activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Oversee the city's utility billing and payments activities for electric, water, sewer and refuse services; monitor and analyze utility bills and payments; oversee the city's credit and collections processes as it pertains to utility billing.

Monitor meter service worker activity and workload; ensure safety programs are defined, implemented and monitored.

Evaluate operations and activities of assigned unit; implement improvements and modifications; prepare various reports on operations and activities.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints. Build and maintain positive working

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

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Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices associated with comprehensive consolidated utility billing operations and activities.

Principles of supervision, training and performance evaluations.

Principles of budget monitoring.

Principles and practices of safety management.

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

Evolving utility technology and practices as they relate to billing and field operations.

Conflict resolution strategies and problem resolution techniques.

Principles and procedures of financial record keeping and reporting.

#### Ability to:

Organize, implement and direct a variety of utility customer service activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

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

Interpret and explain pertinent City and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Develop and recommend policies and procedures related to assigned operations.

Maintain accurate and up-to-date records.

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Apply federal, state and local laws and regulations pertaining to work.

Understand and explain utility billing and/or installation/problem diagnosis/simple repair procedures.

Analyze customer usage and billing information and resolve problems or develop solutions.

Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

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

### Experience and Training:

#### Experience:

Three years of increasingly responsible experience in utility billing, utility field services, utility customer service and/or relations; including two years of functional and technical supervisory experience.

#### Training:

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

### License or Certificate:

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

11/06/20      Utility Billing and Field Services Supervisor