



JOB DESCRIPTION

POSITION	Billing & Customer Support Supervisor	SAFETY SENSITIVE	No
SALARY RANGE	Range 31	ESTABLISHED DATE	02/01/2023
FLSA STATUS	Exempt	REVISION DATE(S)	
HOURS – FT/PT	Full Time		

SUMMARY

Under general direction, the Billing & Customer Support Supervisor provides direct oversight to assigned staff, and coordinates and leads the activities within customer support and utility billing. This is a working supervisory position responsible for understanding and performing the full range of utility billing, customer support, collections, and related tasks. The incumbent resolves complex and challenging customer concerns and questions; has proficient knowledge of District functions and policies; evaluates employees; creates, updates, and maintains procedures to ensure efficient operations; assists with policy development; assists with budget preparation; establishes and maintains task and staff schedules to ensure coverage. Provides moderate to highly complex assistance to the Director of Administration.

DISTINGUISHING CHARACTERISTICS

This position is characterized by moderate to high-level knowledge and skills required to perform and supervise the day-to-day operations of their assigned programs. The incumbent has strong interpersonal, communication, leadership, and problem-solving skills; the ability to work without extensive supervision; and the ability to prioritize, lead, and direct. The incumbent possesses journeyman-level knowledge of customer support and utility billing. The incumbent must be skilled in resolving escalated customer concerns in a patient and professional manner.

SUPERVISION RECEIVED/EXERCISED

This position receives general direction from the Director of Administration. This position will supervise, lead, evaluate, and provide training for assigned employees.

EXAMPLES OF DUTIES

*Job Descriptions are only intended to present a description summary of the range of duties and responsibilities associated with specified position. Therefore, job descriptions **may not** include all duties performed by individuals within the position. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this class.*

Essential Functions:

Supervisory/Oversight

- Coordinate, direct, and supervise utility billing, customer support, collections, and related functions.
- Oversee assigned programs ensuring accuracy and timeliness in tasks including but not limited to database management; account maintenance; payment processing; customer billing; assessment billing; collections; resolution of customer concerns; meter reading, meter installation, maintenance, and repair. Ensure policies and procedures are followed and coordinate activities with other departments, outside agencies, and/or the public.
- Create, maintain, and update policy & procedure manuals and SOPs for the customer support, billing, and collections programs. Coordinate with Operations to create, update, and maintain field service policy and procedure. Creates and implements effective internal processes and procedures to ensure proper accountability.
- Supervise and evaluate the performance of assigned staff, provides training to assigned staff; evaluate and review work for acceptability and conformance with District standards; work with employees to correct deficiencies; participate in discipline procedures, and respond to staff questions and concerns.
- Assists, maintains, and troubleshoots the billing, customer support, and field service hardware and software systems.

Utility Billing

- Performs all utility billing activities and serves as the District's primary utility billing expert. Creates, prepares, reviews, and distributes customer billing for water and future wastewater services based on meter usage data and application of approved rate structure in a timely manner.

- Serves as utility database coordinator. Inputs and oversees data entry, ensuring the information in the database is accurate, and that the database is being used effectively and efficiently. Evaluate and implement methods to capture data to achieve desired reporting results.
- Make appropriate account adjustments, maintain accounts receivable records/journals, and audit the meter reading exceptions report and billing register journals, investigating and resolving variances and/or issuing service orders for field investigation and resolution.
- Maintain accurate customer accounts by posting records that reflect deposit refunds, receipts of deposits, and other account activity. Build and/or process database queries to extract data and prepares analytical reports related to billing or data.
- Maintains parcel database, including coordinating changes to the regular billing database with the parcel database.
- Reviews County provided parcel information and makes necessary changes indicated on parcel maps and in the parcel database.
- Prepares and/or coordinates annual billing of standby (water availability) fees pursuant to approved rate structure, interfacing with county for inclusion on tax rolls.
- Coordinate with Finance Department to review, balance, and reconcile accounts receivable, and related journals to General Ledger.
- Coordinate and oversee bill inserts and monthly bill messages.

Collections

- Coordinates collection administration duties such as reviewing aging reports, processing liens, and writing escrow demand letters, bankruptcy/trustee sale/county claim forms, and bad debt letters.
- Age accounts, calculate delinquent charges and assign penalties for past-due accounts.
- Process locked billing Opt-Outs and facilitate tenant collection process.
- Processes auto pay requests, pre-notes, and bank drafts.
- Prepare bad debt reports and processes write-off.
- Assist with Stale Check processing.
- Assist in the preparation of audit schedules.

Customer & Field Service

- Respond to customer inquiries about billing, credit policies, water services, investigating services, and general customer support. Research, analyze, and resolve escalated customer issues, communicate results of analysis and the decision reached verbally or in written format to the customer or superiors as required.
- Verifies the work of CSRs. Provides guidance to CSRs to help improve accuracy in the account setup and collections processes. Coordinate CSR communication with customers about high use, potential leaks, and auto-pay arrangements. Ensures CSRs open and close service orders accurately and timely.
- Assist and helps coordinate development program tasks ensuring completion and accuracy.
- Determine and schedule meter reading routes to ensure the timely and accurate completion of the routes so that monthly bills can be generated and distributed.
- Coordinates with Operations on meter reading schedule and on meter replacement schedules.

Other

- Using courteousness and tact, interacts effectively, cooperatively, and diplomatically, always projecting a professional image in keeping with the District's goals and objectives.
- Opens and closes the administration building and turns the alarm system on and off.
- Acts as the backup for absences performing the full range of customer support duties.
- Regular attendance at the worksite is required and performs related duties as assigned.

MINIMUM QUALIFICATIONS

The following are representative of the qualifications necessary to perform the essential duties of the position.

Any combination of education and experience which would likely provide the necessary knowledge and abilities may be qualifying.

Experience: Six (6) years of increasingly responsible experience in administrative, customer support, and/or financial work, including three (3) years in a supervisory role preferred. Public agency experience is highly desired.

Education and/or Training:

- High School Diploma or equivalent and equivalent to graduation from an accredited four-year college or university with major coursework in business management or public administration, or a closely related field.

Other Requirements: Must possess and maintain a California Class "C" Driver's License.

PERFORMANCE EXPECTATIONS: KNOWLEDGE, SKILLS, AND ABILITIES

The following are representative examples of KSA's necessary to perform the essential duties of the position.

Knowledge of:

- Modern principles and practices of providing excellent customer support.
- District rules and regulations and meter service operations and issues related to assigned functions.
- Moderate to advanced knowledge of governmental accounting software.
- Modern office practices, methods, and computer equipment and applications.
- Moderate to advanced knowledge of governmental accounting software.
- Proficient at using 10-key-adding machines by touch.
- Solid understanding of basic IT functions and terminology.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Practices in researching issues, evaluating alternatives, making sound recommendations, and preparing and presenting reports.
- Techniques for providing high-level customer support by effectively dealing with the public, vendors, contractors, and District staff.
- Modern office practices, methods, and computer equipment and applications.
- Principles and practices of effective leadership and employee supervision, including training and performance evaluation.

Skill in:

- Possess strong organizational and time management skills.
- Possess solid computer skills in Word, Excel, and PowerPoint.
- Possess college-level writing skills in drafting technical documents and professional correspondence.
- Possess strong verbal and written communication skills.
- Efficiently learning District software programs.

Ability to:

- Ability to maintain accurate records.
- Ability to make mathematical calculations with speed and accuracy.
- Ability to read and understand basic accounting terminology.
- Ability to recommend improvements in job-related policies and procedures.
- Ability to responsibly and accurately perform the most skilled financial record-keeping functions using independent judgment.
- Ability to type accurately at a minimum of 45 words per minute.
- Ability to understand and carry out verbal instructions.
- Ability to work independently, efficiently, and productively when completing work tasks.
- Develop and implement goals, objectives, policies, procedures, and work standards.
- Plan, organize, assign, review, evaluate and train staff.
- Evaluate and develop improvements in processes and procedures.
- Analyze, interpret, summarize, and present administrative information and data in an effective manner.
- Interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.

