



Water Billing Operations Supervisor

WSB/1-261

Water System-Billing

JOB SUMMARY

This position is responsible for managing a variety of billing, financial and non-financial related tasks in order to help guarantee water system revenues and reporting deadlines.

MAJOR DUTIES

1. Manages, plans, and coordinates utility billing, reading information, financial transactions, and mailroom operations.
2. Manages and supervises the completion of billing cycles; printing water bills; prepares and mails bills; processes payments from bulk mail and drop boxes; payment postings, penalties, ACH files, and e-box payments; processes incoming and outgoing mail.
3. Participates in the new employee selection process; writes performance evaluations; approves leave requests; prepares summary payroll for billing operation employees.
4. Manages the completion of utility billing operations to insure all deadlines are met.
5. Inspects journal postings and interfaces financial transactions to the general ledger; researches transaction discrepancies and ensures corrections are completed.
6. Prepares reports on operations and activities; compiles monthly statistical information regarding billed usage, billed amounts and payments received.
7. Participates in the budget process; prepares necessary reports used in budgeting.
8. Maintains and updates account receivable and utility billing tables.
9. Performs end-of-month closings; completes year-end processes.
10. Prepares specifications for materials, supplies and products; requisition entry.
11. Researches and resolves hardware, software, and application program problems.
12. Completes bad debt write off processing for outstanding amounts selected for write off.
13. Resets Citizen Self Service passwords as needed; posts and maintains Citizen Self Service utility billing resource documents.
14. Prepares, tracks, and collects data monthly for various internal audits.
15. Attends monthly staff meetings.
16. Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION

1. Knowledge of accounting, billing, customer service, and meter reading operations.
2. Knowledge of Water System operations, policies, and procedures.
3. Knowledge of county policies and procedures.
4. Knowledge of modern office practices and procedures.
5. Knowledge of department billing system.
6. Knowledge of computers and job related software programs.
7. Skill in the training and supervision of personnel.
8. Skill in oral and written communication.
9. Skill in planning and meeting deadlines.
10. Skill in the development and management of annual audits.

SUPERVISORY CONTROLS

The Administrative Services Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES

Guidelines include county personnel policies, the County Safety Manual, United States Postal Service regulations, federal and state regulations, and department standard operating procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of both management and supervisory duties. Frequent technology changes and dissatisfied customers contribute to the complexity of the position.
- The purpose of this position is to manage billing operation functions for the Water System. Success in this position contributes to the efficiency of Water System operations.

CONTACTS

- Contacts are typically with co-workers, bank representatives, United States Postal Service representatives, members of the Georgia Association of Water Professionals, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons; or justify, defend, negotiate, or settle matters.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and heavy objects.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Senior Billing Representative (2) and Billing Representative (3).

SPECIAL CERTIFICATIONS AND LICENSES

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to

possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
- Possession of or ability to readily obtain a valid driver's license issued by the State of Georgia for the type of vehicle or equipment operated.