

South Jordan City

Job Description

Title:	Billing Supervisor	Effective Date:	2/1/16
Org:	100120	FLSA:	Non-Exempt
Pay Grade:	13	Workers Comp:	Clerical

GENERAL PURPOSE

Perform a variety of complex and technical, clerical duties to expedite the billing, collection and processing of monthly utility and general revenue account transactions.

SUPERVISOR

Senior Finance Analyst/City Treasurer

POSITION(S) SUPERVISED

Billing Clerk FT
Billing Clerk PT

ESSENTIAL JOB FUNCTIONS

Meet performance standards established with the employee's manager.

Job attendance is required except for authorized leave.

Train, mentor, supervise and assist staff in performing and prioritizing their duties and tasks

Provide customer information for billing policies and procedures. Monitor accounts, send delinquency notices and remove accounts as necessary. Process checks and bank drafts returned for insufficient funds.

Send notice to customers of collection procedures. Resolve customer problems, develop payment plans for past due accounts according to City policies and procedures.

Prepare utility bills and delinquent notices. Obtain billing data and enter into billing system. Verify utility bills are correct. Send statements to outside entity for printing and/or mailing.

Add/change out meters in the billing system and watch for meters and/or transponder discrepancies.

Research, compute and record billing adjustments caused by bad meter reads, incorrect utility rates, incorrect utility bills, appeals, etc.

Coordinate with the City Communication Center to receive complete and accurate information necessary to finalize accounts and set up new accounts for existing residences and businesses. Ensure all accounts have a complete application before setup.

Create new construction accounts. Ensure proper application of all meters. Respond to developer and contractor requests for meter sets and rejected meters.

Coordinate with Public Works and the City Communication Center that cycle/route/walk data and utility shutoffs are accurate and complete.

Perform monthly evaluation of closed or inactive unpaid accounts, prepare final collection notices and coordinate with external collections agency. Track accounts to be written off annually.

Create and maintain utility billing policies and procedures. Distribute updates to applicable departments.

Perform other duties as assigned.

MINIMUM QUALIFICATIONS

1. Education and Experience:

A. Graduation from high school; plus one (1) year of specialized training provided through professional workshops and seminars.

AND

B. Three (3) years of increasingly responsible experience involving bookkeeping or accounting;

2. Knowledge, Skills, and Abilities:

Knowledge of general office maintenance and practices; utility billing and collection procedures and processes; accurate operation of various computer software programs related to word and work processing, spreadsheet and database management; operation of standard office equipment; basic mathematics and accounting; interpersonal communication skills and telephone etiquette; public relations; meter reading systems.

Ability to communicate effectively with irate customers; maintain strict confidentiality related to sensitive administrative information; develop effective working relationships with supervisors, fellow employees, and the public.

Maintain a professional and pleasant demeanor.

3. Work Environment:

Incumbent of the position performs in a typical office setting with appropriate climate controls. Tasks require variety of physical activities, not generally involving muscular strain, including walking, standing, stooping, sitting, reaching, and light lifting. Talking, hearing and seeing essential in the performance of daily tasks. Common eye, hand, finger dexterity exist. Mental application utilizes memory for details, verbal instructions, emotional stability and critical thinking.

The above statements are intended to describe the general nature and level of work being performed by person(s) assigned to this job. They are not intended to and do not infer or create any employment, compensation, or contract rights to any person(s). This job description reflects management's assignment of essential functions; it does not prescribe or restrict the tasks that may be assigned. This updated job description supersedes all prior descriptions for the same position.

Human Resources Use Only

Job Class:	Clerical Non-Exempt	EEO-4 Class:	
Location:	Finance	EEOP Class:	
Group/BU:	General Pay Plan	Tech-Net Match:	735