

South Jordan City

Job Description

Title: Billing Manager
Org: 100120
Pay Grade: 20

Effective Date: 10.20.2020
FLSA: Exempt
Workers Comp: Clerical

GENERAL PURPOSE

Perform a variety of managerial and technical duties to support, plan, organize, direct and coordinate the day-to-day operations of utility billing.

SUPERVISOR

Chief Financial Officer

POSITION(S) SUPERVISED

Billing Lead
Billing Clerk
Billing Clerk – PT
Utility Metering Technician

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

Responsible for planning, organizing, supervising, scheduling and coordinating the day-to-day, deadline-driven operations of the utility billing.

Implement and maintain billing related software.

Implement and audit billing process to maintain accuracy and integrity of customer accounts.

Establish and maintain goals, priorities, and work plans consistent with department and city priorities.

Conduct performance evaluations of employees in accordance with the human resources policies and procedures of the city.

Coordinate with public works on changes to customer accounts related to cycle/route/walk data and shutoffs. Keep Information Center informed of all changes affecting customer accounts.

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

All or a majority of the essential job duties may be performed from a remote location.

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. Seven (7) years of increasingly responsible experience involving customer service, bookkeeping or accounting.

OR

A. Bachelor's Degree from a regionally accredited college or university with major course work in business administration, finance, or other related field.

AND

B. Four (4) years of responsible experience related to customer service duties; two (2) years of which have been in a supervisory capacity either directly or a closely related field.

2. Special Qualifications

Experience in utility billing or government service preferred.

Knowledge, Skills, and Abilities:

Working 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; customer service; 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.

Ability to operate a personal computer and Microsoft products (specifically Word, Outlook, and Excel) and enterprise resource planning ERP software such as Munis, Cityview, and Sportsman. Ability to operate ShoreTel phone system.

Ability to supervise and motivate employees. Ability to communicate effectively with both supervisor and subordinates verbally and in writing. Skilled in problem solving.

Ability to research, reconcile, and resolve complex billing issues using critical thinking and basic calculations; follow written and verbal instructions, work independently with minimal supervision; prioritize tasks; effectively utilize computer and software programs to assist in daily work, work well under pressure and impending deadlines; pay close attention to detail.

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

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| Job Class: | Clerical Exempt | EEO-4 Class: | Adm Support |
| Location: | Finance | EEOP Class: | Adm Support |
| Group/BU: | General Pay Plan | Tech-Net Match: | Benchmark <735 |