JOB DESCRIPTION

Coachella Valley Water District  Date: September 2011

TITLE: Customer Billing Supervisor  SECTION: Customer Service

DEPARTMENT: Service

REPORTING RELATIONSHIP:
Reports to: Customer Services Manager
Supervises the following positions: Accounting Assistants, Accounting Technicians

DEFINITION: This position is responsible for leading the customer billing operations for the District. Will manage the work flow to ensure that the customer billing team provides superior customer service to internal and external customer. Ensure that all customer requests are resolved timely, efficiently and courteously.

ESSENTIAL FUNCTIONS:
1. Organize and direct the billing, cash processing and collection activities.
2. Coach and develop staff in the following focus areas:
   a. Training - Have the ability to train effectively and cater to individual training needs.
   b. Team Building – encourage and develop team work among staff members.
   c. Develop and use performance metrics to encourage employee growth and good performance.
3. Must possess strong interpersonal skills and apply them to act as a leader to assigned personnel.
4. Utilize analytical and problem solving skills on a daily basis when completing and assigning tasks related to customer billing and payment processing.
5. Present and/or communicate initiatives, results, and analyses to multiple levels of management or to customers.
6. Supervise and assist with preparation of account reconciliations, journals, general and subsidiary ledgers, periodic reports and analyses. Supervise flow and accuracy of data from source documents, control accounts and related detail up to summary documents. Review staff work to ensure that operations posting to the general ledger are accurate and that accounting operations are appropriate.
7. Assists with formulation and enforcement of internal controls.
8. May be assigned to act in the absence of the Customer Services Manager; participate in various committees or task forces; support and carry out administrative, financial, operating and personnel policies of the District.
MINIMUM QUALIFICATIONS:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Education and Experience: Associates’ degree in Accounting or Business Administration and a minimum of five years of experience supervising professional employees; or an equivalent combination of training and experience. Customer service experience, strong leadership and exceptional interpersonal skills are essential desired qualities/abilities.

Knowledge of:  
- Billing and collection procedures  
- Customer service practices  
- Accounting and auditing principles  
- Modern methods of remittance processing, electronic image deposits and other office banking practices  
- Safekeeping and accounting for cash and cash equivalents  
- Supervision, training and evaluation principles  
- Applicable laws, codes and regulations

Ability to:  
- Develop high performance teams  
- Instruct, train and supervise personnel  
- Deal with ambiguity and make appropriate decisions  
- Be approachable  
- Manage conflict with composure, compassion and fairness  
- Interpret and apply laws, codes, regulations, policies and procedures  
- Analyze data and draw logical conclusions  
- Establish and maintain cooperative relationships  
- Delegate while insuring accurate, quality, and timely work  
- Communicate effectively both verbally and in writing

PHYSICAL REQUIREMENTS:
1. Driving: Light
2. Sits for prolonged periods of time
3. Operates a computer workstation

See Human Resources for physical assessment form