

JOB DESCRIPTION

TITLE: CUSTOMER BILLING SUPERVISOR

DATE: November 2018

DEPARTMENT: SERVICE

SRN: S-19

SECTION: Customer Billing

REPORTING RELATIONSHIP:

Reports to: Customer Services Manager

Supervises the following positions: Assistant Customer Billing Supervisor, Accountants, Accounting Technicians, Senior Accounts Receivable Assistants, and Accounts Receivable Assistants.

JOB SUMMARY: Under general direction, plans, organizes, manages, and leads the customer billing and collection activities and operations for the District. Oversees the work flow to ensure that the customer billing team provides superior customer service to internal and external customers. The Customer Billing Supervisor exercises independent judgment while adhering to established policies and procedures, regulations and best practices. The incumbent is expected to ensure work quality and accuracy, and oversee the maintenance and data collection of appropriate accounting records.

ESSENTIAL FUNCTIONS:

1. Organize and direct the Customer Billing Division, cash processing and collection activities of the District.
2. Manage and participate in the development and implementation of goals, objectives, policies, priorities and reports for assigned programs; recommend, write and administer policies and procedures.
3. Select, train, motivate, develop and evaluate Customer Billing personnel; provide and coordinate staff meetings and trainings; conduct employee evaluations; work with employees to correct deficiencies.
4. Utilize metrics to monitor and evaluate the efficiency and effectiveness of service-delivery methods and procedures; recommend performance improvements and, within District policy, appropriate service and staffing levels.
5. Plan, direct, coordinate, and review the work plan for Customer Billing staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
6. Perform the more difficult and complex billing duties of the Division, including resolution of escalated customer complaints, resolving payment and service issues, and managing the Customer account review process to render decisions when customers dispute charges; establish and maintain a customer service orientation within the Division.
7. Manage the daily operations of Customer Billing and ensure the accuracy of customer bills.

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8. Develop, implement, and administer a revenue assurance program to ensure the accuracy of the data that serves as the basis for customer bills.
9. Serve as a liaison for the Customer Billing division with other divisions and departments during rate adjustment processes; manage and oversee rate implementation functions undertaken by Customer Billing, including identifying and resolving functional and technical issues, and overseeing the testing of new rates.
10. Maintain detailed financial records of all revenue billed and collected; prepare and review the accuracy of complex financial records, customer data and reports as necessary; collaborate with Accounting Division to reconcile variances between subsidiary ledgers and general ledger.
11. Oversee and participate in the development and implementation of the Customer Billing budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies, and document justification; monitor and approve expenditures.
12. Oversee the acquisition of all necessary equipment, contract services, and supplies for the operation of Customer Billing; develop Requests for Proposals and participate in vendor selection panels.
13. Review and analyze legislation and regulations impacting the administration of customer accounts, including collection activities and termination of service for non-payment, compliance, and provide recommendations for implementation.
14. Develop complex correspondence, reports, updates ordinances, and resolutions; make presentations to the Service Department Director, General Manager and Board of Directors.
15. Supervise and assist with the 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 posted to the general ledger are accurate and that accounting operations are appropriate.
16. Assist with formulation and enforcement of internal controls and provides support to internal and external auditors.
17. Attend and participate in professional group meetings; stay abreast of new trends, best practices and innovations related to the fields of finance, utility billing, technology and customer service; develop and implement effective management practices.
18. Ensure Customer Billing activities are in compliance with District policies, state and federal legal and regulatory requirements.
19. May be assigned to act in the absence of the Customer Services Manager or Service Department Director; participate in various committees or task forces; support and carry out administrative, financial, operating and personnel policies of the District.

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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: Bachelor's degree in Finance, Accounting, Business Administration, Public Administration or related field.

Experience: Five years of experience supervising professional employees conducting utility-billing functions or an equivalent combination of training and experience. Customer service experience, strong leadership and exceptional financial, writing, communication and interpersonal skills are essential qualities/abilities.

Knowledge of:

- Billing and collection procedures
- Liens, bankruptcy, promissory notes, bad debt
- Customer service practices
- Accounting and auditing principles
- Modern methods of remittance processing, electronic image deposits and other office banking practices
- ERP processing requirements and system configuration
- Safekeeping and accounting for cash and cash equivalents
- Supervision, training and evaluation principles
- Principles and practices of budget preparation and administration
- Applicable laws, codes and regulations
- CVWD regulations
- MS Word, Excel, Adobe, Outlook, Power Point, SharePoint, Cognos and Superior
- Tiered rates and water budgets

Abilities:

- Utilize analytical and problem-solving skills on a daily basis when completing and assigning tasks related to customer billing and payment processing
- Develop high performance teams
- Create efficiencies
- Instruct, train, develop and supervise personnel
- Deal with ambiguity and make appropriate decisions
- Be approachable
- Develop performance metrics and expectation standards
- 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
- Make data-driven decisions
- Effectively communicate and collaborate

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- Provide comprehensive reports
- Utilize technology effectively.
- Delegate while ensuring accurate, quality, and timely work
- Communicate effectively both verbally and in writing

PHYSICAL REQUIREMENTS:

1. Sits for prolonged periods of time.
2. May work nights and weekends.
3. Operates a computer workstation.

Driving: Light

See Human Resources for physical assessment form.