



City of Irving Job Description

Utility Billing & CIS Supervisor

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| FLSA Status: | EXEMPT | Job Department: | Water Utilities |
| Job Code: | 12041 | Reports To (Job Title): | Business Manager |

PURPOSE

To supervise Meter Reading, Meter Assessments, and Utility Billing personnel and associated operations, including organizing, delegating and evaluating work, preparing annual budgets and resolving complex billing issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Supervise employees in assigned sections, including organizing, monitoring, and evaluating work of assigned personnel and conducting personnel actions including hiring, discipline and termination.
- Develop plan for assigned work unit, including setting goals, objectives, and measurable targets.
- Coordinate with other Water Utilities divisions to complete daily operations.
- Participate in the preparation of the annual budget for the billing and meter reading divisions.
- Recommend and implement changes in processes to improve operations and the level of service provided to citizens.
- Investigate complaints, recommend corrective action and answers questions for citizens regarding utilities billing; resolve past-due and potential termination issues for large business customers.
- Audit work of Billing Technicians, customer service staff, utility service technical staff and meter readers; correct data or assign corrections as appropriate.
- Implement MSPS Project; coordinate follow-up work with appropriate staff for resolution.
- Coordinate and oversee cycle changes between Meter Reading and Utilities Billing functions.
- Oversee and perform special account research and analysis for the department, city staff, and the public.
- Participate in the development of a master calendar of all activities relating to the billing of municipal services including reading schedules, bill dates, due dates, cut offs, locks, penalties, etc.
- Plan, schedule, and monitor the reading of over 48,000 water meters ensuring accuracy and completion; conduct detailed audit of meter reading system as it relates to truncation settings for over 44,000 water meters; coordinate system updates and upgrades with Information Technology.
- Test and approve calculations of new water, sewer, and refuse rates at billing software (annually or upon rate increase).
- Manage fire hydrant meter reading program.
- Manage large metered customer accounts to ensure read accuracy, water use and meter functionality to curb water loss.
- Plan, schedule and oversee the production of over 48,000 utility bills; research and trouble shoot system errors to ensure timely production of utility bills; coordinate with appropriate entities for printing and postal service for timely billing.

- Conduct detailed audit of CIS as it relates to the assignment of rate codes, classifications, cycles, etc. to ensure proper billing of services rendered; conduct detailed audit of CIS as it relates to meter reading device data to ensure ability to accurately capture reads electronically and manually; review includes device number, model etc. for electronic read transmitters, meter, and registers.
- Participate in the development of policies and plans related to technology and to billing domain area.
- Review accidents and injuries and prepare recommendations to prevent future incidents.
- Perform related duties as assigned.

OTHER DUTIES AND RESPONSIBILITIES

- Serve as CID Administrator; monitor implementation, perform testing, updates, and operations of computer systems supporting utilities billing and collections.
- Write, edit and prepare reports for billing and meter reading work units.
- Serve as Information Technology point of contact to answer questions involving functionality of customer information system.
- Develop and implement staff training through the preparation and delivery of course materials and presentations.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 12 employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Prepare equipment and vehicle request for annual budget, make p-card and purchases order up to \$100,000.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Equivalent to the completion of an Associate’s degree.

EXPERIENCE

- A minimum of three (3) years of related experience, including one year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate valid Texas driver’s license.

KNOWLEDGE OF

- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- Budget Management: Developing plans and budgets; comparing them against actual activity.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative and clerical procedures and systems such as work-processing systems and filing and records management.
- Office Software: Current word processing, presentation, spreadsheet and database programs used by the City.
- Supervision: Personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.

SKILLS AND ABILITIES IN

- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Basic math: Adding, subtracting, multiplying, or dividing quickly.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Mechanical/Technical: Safely operating diverse office equipment, which includes computers, copiers, fax machine, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Typing: Accurately entering information using computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Written Expression: Communicating information and ideas in writing so others will understand, including via routine reports and correspondence.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping and calendaring.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram or schedule form.

GUIDANCE RECEIVED

Priorities and Policies

Organizational priorities and policies, along with professional standards and best practices, guide decisions and direction or advice given to others. Typically makes recommendations to superiors after considering various alternatives. Proactively addresses needed changes to policies, methods and procedures and obtains approval.

CONTACTS

Employee contacts include citizens, visitors, businesses, contractors, other city department supervisors, managers, directors in order to coordinate work efforts. Also, has constant contact with vendors to review products, testing and for training purposes.

EQUIPMENT AND PROPERTY

Personal computer, hand held microcomputer, laptop – mobile reading device, meter reading software, and billing software

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.*

The employee constantly is required to grasp, sit, see, handle, feel, talk and or listen. Frequently, s/he is required to carry, drive a vehicle, lift up to 10 pounds, pull, push, reach, stand, and/or walk. Occasionally, s/he must kneel, and/or stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment is usually moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.