



Title: Utility Billing Supervisor

FLSA Status: Exempt

SAFETY STATUS: Non Safety Sensitive Position

BRIEF DESCRIPTION:

The purpose of this job is, but not limited, to overseeing the Utility Collection and Billing department by making sure: all information is complete in customer accounts in order to load and download hand held meter equipment to facilitate meter readers; transfer data when meters are read; correcting errors; calculating, printing and mailing bills; posting penalty fees to delinquent accounts; sending disconnect notices; making disconnections on delinquent accounts when utility accounts are not paid; and helping customers resolve any discrepancies in their utility billing accounts; reconciling AMP on a yearly basis; serving as city co-sextant.

REPORTS TO:

This position reports to the Finance Director.

SUPERVISES:

This position supervises the Utility Clerk I and Utility Clerk II positions.

ESSENTIAL

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(S) Sedentary	(L) Light	(M) Medium	(H) Heavy	(V) Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally; 10 lbs. frequently; or negligible amounts constantly; OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally; 10-25 lbs. frequently; or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.

#	Code	Essential Functions	% of Time
1	S	Provides operational support to the department by answering questions specific to utility billing; overseeing personnel and assigning daily tasks, prepares billing; sets up disconnect accounts; reviews extension requests for payment with authority to grant an extension; prepares adjustments for approval on over/under meter reads; prepares monthly bill calculation report; fills in when utility staff is short by taking utility payments; receiving and screening departmental phone calls.	75%
2	L	Assists customers in purchasing cemetery lots working closely with cemetery sexton; assists with reservations for city park, community center; maintains and tracks TABC permits for annual	25%



billing; prepares and mails notifications of non-sufficient funds (NSF).

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	Work requires broad knowledge in a general professional or technical field which may be obtained with a four year bachelor's degree with emphasis in business management/finance or a two year associate's degree with experience in field of accounting or business emphasis.
Experience	Five or more years of supervisory experience.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or a work unit including providing input on hiring/disciplinary actions and work objectives/effectiveness and realigning work as needed. A first line supervisor typically performs these functions.
Human Collaboration Skills	Work may require providing advice to others outside direct reporting relationships on specific problems or general policies. Contacts may require the consideration of different points of view to reach agreement. Elements of persuasion may be necessary to gain cooperation and acceptance of ideas.
Freedom to Act	Receives Limited Direction: Within this job, the employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. The assignment may be reviewed upon completion. Performance is reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Fiscal Responsibility	May recommend budget allocations.
Reading	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauri, and encyclopedias. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study. Knowledge of Excel and .pdf formats is helpful.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling,

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and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.

Certification & Other Requirements	Valid Texas Driver's License
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OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-

Sedentary	X	Light	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C Continuously 2/3 or more of the time.	F Frequently From 1/3 to 2/3 of the time.	O Occasionally Up to 1/3 of the time.	R Rarely Less than 1 hour per week.	N Never Never occurs.
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Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	F	communicating with co-workers, observing work site, observing work duties
Sitting	O	desk work, meetings
Walking	F	to other departments/offices/office equipment, around work site
Lifting	O	files, supplies, equipment
Carrying	F	files, supplies, equipment
Pushing/Pulling	O	equipment, tables and chairs
Reaching	F	for supplies, for files
Handling	O	paperwork, monies
Fine Dexterity	C	computer keyboard, calculator, telephone pad, calibrating equipment
Kneeling	N	
Crouching	N	
Crawling	N	
Bending	O	filing in lower drawers, retrieving items from lower shelves/ground, making repairs
Twisting	F	from computer to telephone
Climbing	R	ladders, stairs, step stool
Balancing	R	on ladders, on step stool
Vision	C	observing work site, reading, computer screen
Hearing	C	communicating with co-workers and public and on telephone, listening to equipment
Talking	C	communicating with co-workers and public and on telephone
Foot Controls	N	
Other (specified if applicable)		

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MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Telephone, fax machine, calculator, copier, computer, hand held radio, laminator, credit card machine, postage meter, bill cutting/tabulating machine

ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	N
Physical Danger or Abuse	N
Other (see 1 below)	N

(1) N/A

-Environmental Factors-	
Respiratory Hazards	S
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

PROTECTIVE EQUIPMENT REQUIRED:

Plastic gloves for changing printer ribbons

NON-PHYSICAL DEMANDS:

F Frequently From 1/3 to 2/3 of the time	O Occasionally Up to 1/3 of the time	R Rarely Less than 1 hour per week	N Never Never occurs
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-Description of Non-Physical Demands-		-Frequency-
Time Pressure		O
Emergency Situation		N
Frequent Change of Tasks		O
Irregular Work Schedule/Overtime		O
Performing Multiple Tasks Simultaneously		O
Working Closely with Others as Part of a Team		F
Tedious or Exacting Work		O
Noisy/Distracting Environment		N
Other (see 2 below)		N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A



SIGNATURE – REVIEW AND COMMENTS:

I have reviewed this description and understand the requirements and responsibilities of the position.

Signature of Employee

Date

Job Title of Supervisor

Signature of Supervisor

Date

Job Title of Department Head

Signature of Department Head

Date

Comments: _____

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.