

City of Fernandina Beach
Job Description

Title: Utility Billing Supervisor
Dept: Finance/Utility Billing
FLSA Status: Non-Exempt
Reports To: Controller
Pay Grade: 135

Minimum Qualifications

- A. Education and Experience:
Associate's degree or equivalent vocational/technical training. Four (4) years of clerical accounting/bookkeeping experience with at least two (2) years supervisory experience. A comparable amount of training, education or experience may be substituted for the minimum qualifications.
- B. Certifications:
Valid Florida Drivers License.
- C. Knowledge, Abilities, and Skills:
Knowledge of bookkeeping principles, practices, methods and procedures. Knowledge of departmental accounting systems and procedures. Knowledge of modern office practices, procedures and equipment including computers and work processors. Knowledge of automated accounting and billing systems. Skill in performing mathematical calculations. Ability to apply bookkeeping principles to the maintenance of standard fiscal and accounting records. Ability to communicate clearly and effectively, both orally and in writing. Ability to deal tactfully and courteously with the public and other employees. Proficiency in Microsoft Office Suite required.

General Description

Responsible for planning, coordinating and supervising the City's utility billing personnel and functions including account and system maintenance as well as performing a variety of administrative duties related to the billing activities of the City.

Essential Functions

1. Monthly production of utility bills, final bills, delinquent and cut-off notices.
2. Runs nightly utility billing updates to interface with general ledger and balance the update taking into consideration the NSF's, direct drafts, ACH's credits and daily deposits.
3. Assigns services to new locations; maintains charge and receivable code listings, assigns proper codes to all accounts and locations indicating customer type, jurisdiction and class.
4. Maintains petty cash.
5. Gives response to all customer requests received by phone, fax, and letter or in person after performing appropriate research by informing, advising, or illustrating the issues and then documenting the resolution in the customer files.
6. Reviews all utility adjustments, performs research into account history, resolves billing software problems and makes proper adjustments to customer accounts.

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7. Customer/Public Relations – new service, transfer of service, disconnecting service, customer account information corrections, etc.
8. Monitors and reviews the meter reading exception listing for both regular and final billings and takes appropriate action resolving variances.
9. Creates and processes service orders for new or discontinued services by phone including initial, final reading of meters and all commercial sanitation services.
10. Communicates with privatized sanitation contractor concerning commercial accounts, customer complaints through service orders and e-mail and reconciles service to billing accounts regularly.
11. Performs special research projects as directed.
12. Reviews bad debt / write-offs for monthly processing to be turned over to the collection agency. Makes decision on customer accounts with high likelihood of collection to retain efforts in house and follow up on those customers making attempts to collect.
13. Assists customer service representatives with customer inquiries and closeout procedures as needed.
14. Responsible for filling in as a cashier or billing clerk in the absence of any Utility Billing personnel.
15. Maintains an adjustment file retaining all necessary support for adjustment documentation and approval.
16. Maintains utility payment plans.
17. Responsible for making sure that operating supplies are available and order as needed.
18. Implements new or revised policies, procedures or rates as required.
19. Performs other job related duties as required.

Essential Physical Skills

Acceptable eyesight (with or without correction), acceptable hearing (with or without correction), moderate lifting and carrying (up to 25 lbs.), reaching, pulling, pushing, sitting, walking, standing, kneeling, and bending. Reasonable accommodations will be made for otherwise qualified individuals with a disability.

Environmental Conditions

Works inside in an office environment.

Key Competencies: Integrity, Business acumen, Professional knowledge, Analysis, Attention to Detail, Interpersonal skills, Communication (oral and written), Computer skills.