

**EL DORADO IRRIGATION DISTRICT**  
**Class Specification**

**CLASS TITLE: Utility Billing Supervisor**

**DEFINITION**

Under general direction plans, organizes, directs and supervises utility billing and customer service operations within the Finance Department; and performs a variety of technical tasks relative to assigned area of responsibility.

**DISTINGUISHING CHARACTERISTICS**

The Supervisor level recognizes positions that perform full supervisory responsibilities for a section as identified by the District, including planning, assigning and evaluating the work of subordinates and are responsible for a program area within a work unit or department.

**SUPERVISION RECEIVED AND EXERCISED**

Receives general direction from the Customer Services Manager. Exercises direct supervision over assigned administrative support personnel.

**EXAMPLES OF ESSENTIAL DUTIES:** *the duties specified below are representative of the range of duties assigned to this class are not intended to be an inclusive list.*

Develops and implements goals and objectives related to assigned section; establishes schedules and methods for utility billing and customer service activities; implements policies and procedures.

Plans, prioritizes, assigns, supervises and reviews the work of staff involved in utility billing and customer service activities.

Evaluates operations and activities of assigned section; recommends improvements and modifications; prepares various reports on operations and activities including outage reporting and dispatching.

Assists Division Manager and/or Department Director in developing and administering section budget; prepares cost estimates for budget recommendations; submits justifications for supplies, equipment, and services; monitors and controls expenditures.

Recommends to Division Manager and/or Department Director the selection of staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

Ensures that customer accounts are properly established, maintained, and monitored; oversees service application process; reviews, reconciles and verifies data input to ensure accuracy of billings.

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Ensures accurate billings are provided to customers on a regular and periodic basis; oversees collection activities for non-payment or late payments, including negotiation of final and overdue bills; reviews, authorizes, and approves and denies adjustment requests or refunds.

Oversees processing of customer payments and receipts; ensures daily reconciliation of cash register and on-line credit card and other payment methods, ensures proper documentation for deposit transactions.

Oversees issuance of service turn-on/shut-off, and other service orders.

Evaluates, recommends, and develops procedures related to new technologies and products.

Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

## **QUALIFICATIONS**

### Knowledge of:

Principles and practices of utility accounting, billing, and record-keeping, including use of computerized systems. Principles and practices of customer service and interaction with the public. Principles and practices of supervision, training and performance evaluations. Principles and practices of budget monitoring. Principles and practices of safety management. Pertinent local, State and Federal laws, ordinances and rules.

### Skill/Ability to:

Organize, implement and direct utility billing and customer service operations/activities. Interpret and explain pertinent utility billing and department policies and procedures related to service charges, adjustments, liens, collections and excessive water use. Assist in the development and monitoring of an assigned program budget. Develop and recommend policies and procedures related to assigned operations. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing. Supervise, train and evaluate assigned staff. On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures. On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

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Experience and/or Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Four years of increasingly responsible experience in utility billing, credit operations, or customer service; including two years providing technical and functional supervision over assigned personnel.

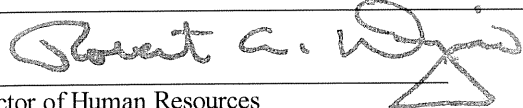
Education:

Equivalent to completion of an Associate's degree with college course work in accounting, computer science or a related field.

**SPECIAL QUALIFICATIONS**

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

	<u>5/26/10</u>
Director of Human Resources	Date
Established: 08/18/2009	
Revised: 05/26/2010	
FLSA: Exempt	
Unit: Non-Safety	