



CITY OF CHINO

Billing Supervisor

Definition:

Under general supervision, plans and coordinates the operations of the utility billing office (including water, wastewater, and sanitation); supervises the billing system activities; develops and maintains utility billing procedures and work load assignments; oversees all aspects of billing, payment collection, cash balancing, and customer relations; supervises assigned staff; and performs related work as assigned.

Class Characteristics:

The Billing Supervisor is expected to exercise considerable independent judgment in supervising, coordinating, and monitoring the utility billing activities and the work of assigned staff. He/she will be expected to ensure work quality and accuracy, and oversee the maintenance of appropriate accounting records. This position exercises direct and indirect supervision of assigned support staff.

Essential Functions:

- Plan, organize and direct the activities of the utility billing office; respond to non-routine utility-related and customer service-related inquiries and complaints; oversee and participate in all aspects of billing, payment collection, cash balancing, and customer relations; supervise and participate in the establishment of section goals, objectives, policies, and procedures; review and evaluate assigned staff; evaluate work methods and procedures for improving section performance and meeting goals; ensure that goals are achieved.
- Maintain detailed financial records of all revenue billed and collected for water, wastewater, and sanitation accounts; prepare statistical and/or analytical reports on operations as necessary; oversee and perform special account research and analysis for the Department, City staff, and the public.
- Perform the more difficult and complex billing duties of the work section including resolution of customer complaints, payment and service issues, and interpretation of administrative policies; coordinate utility billing activities with other City departments and the public; establish and maintain a customer service orientation with the office.
- Oversee computerized on-line utility billing system; maintain system, consult with Data Processing staff regarding problems or changes.
- Coordinate with Public Works staff (Engineering Division/Water Section) on timing of new meter installations and the availability of meters.
- Provide staff training and motivation; identify and resolve staff deficiencies; evaluate assigned personnel.
- Participate in the development of the utility billing budget; participate in the forecast of necessary funds for staffing, materials, services, and supplies.

Billing Supervisor

- Establish positive working relationships with vendors, representatives of other organizations, City management, and staff.
- In the absence of the Billing Manager, may perform duties related to business licensing and accounts receivable.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The incumbent will possess the most desirable combination of training, skills, and experience, as demonstrated in his/her past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).
- Two years of college level course work.

Experience:

- Two years of increasingly responsible experience in billing and collections accounting.
- One year of lead or supervisory experience.

Knowledge of:

- Principles and practices of effective supervision.
- Practices and procedures related to municipal utility billing and accounting for cash receipts, receivables, and collections.
- Basic business data processing principles as they apply to utility billing and other record keeping activities.
- Generally accepted procedures, principles, processes, and terminology related to accounting and auditing.
- Public relations techniques and procedures.

Ability to:

- Plan, assign, review, and evaluate the work of subordinate staff.
- Analyze and interpret accounting records.
- Prepare written procedures and policies.
- Work independently and make sound judgments.
- Interpret rules, policies, and procedures.

Billing Supervisor

- Deal tactfully and effectively with members of the public, other City employees, and agency officials.
- Handle difficult and non-routine requests and inquiries.
- Prepare a variety of statistical reports and maintain financial records.
- Prepare and recommend a variety of procedures and policies related to utility billing.
- Understand and follow oral and written instructions.
- Communicate clearly and concisely, both orally and in writing.
- Supervise, train, and evaluate employees as assigned.
- Understand, explain, and apply policies and procedures.
- Deal constructively with conflict and develop effective resolutions.
- Establish and maintain cooperative working relationships.

Special Requirements:

- Possess a California Driver License and a satisfactory driving record.
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I

Link to description [here](#)

Employee Unit:

SBPEA (Professional, Technical and Clerical)

Revised: 10/20/06

Replacing Billing Supervisor classification specification dated 7/1/05.

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