



CITY OF INGLESIDE JOB DESCRIPTION

Utility Billing Manager

Department: Utility Billing
FLSA Status: Non-Exempt
Effective Date: 05/13/2020
Pay Grade: 14

POSITION SUMMARY

Performs intermediate technical and administrative work planning, organizing, and overseeing utility services account activities including billing, customer service, preparing reports, and related work as apparent or assigned. Work is performed under the limited supervision of the Finance Director. Departmental supervision is exercised over the Utility Clerk.

QUALIFICATION REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential function satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable an individual with disabilities to perform the essential functions.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversees, plans, organizes, and coordinates the activities related to utility billing.
- Supervises assigned personnel; makes recommendations for hiring and termination; prepares performance evaluations; schedules staff, makes work allocations, trains personnel; resolves problems.
- Enters fee schedule changes in the utility billing system; oversees the monthly billing processes.
- Receives and resolves escalated customer inquiries and complaints; develops solutions over the phone, in person, and through email.
- Prepares utility billing resolutions for Council consideration; prepares quarterly Council report.
- Prepares and monitors the department budget, monitors, and reviews expenditures.
- Completes annual surveys and reports required for government oversight agencies, other organizations, and audit purposes.
- Processes, maintains, and reconciles bank drafts.
- Tracks monthly water loss and reconciles the monthly solid waste bill.
- Prepares transfer requests, utility billing journal entry requests as needed; prepares monthly sales tax reports.
- Enters and maintains new addresses into the utility software system; prepares meter reading schedule.
- Tracks returned checks for all departments.
- Reviews and processes credits on closed utility accounts.
- May perform functions and responsibilities of a Utility Clerk.

SUPERVISION RECEIVED AND EXERCISED

- Departmental supervision of the Utility Clerk

- Under the direction of Finance Director

EDUCATION AND EXPERIENCE REQUIREMENTS

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

Education – High School / GED

Experience – Considerable experience in customer service, money handling or equivalent combination of education and experience.

License or Certificate – Valid driver's license in the State of Texas.

Required Education	High School / GED
Required Experience	Considerable experience in customer services, money handling
Combination OK?	Yes
License	Valid Texas Driver License

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED

- Thorough knowledge of bookkeeping and financial principles and practices as they relate to utility office accounting.
- Thorough knowledge of utility service connection and procedures.
- Thorough knowledge of modern office management practices and procedures and of office equipment.
- Skill in the use of personal computers, associated software packages, hardware, and peripheral equipment.
- Ability to plan, direct, and evaluate the work of subordinates.
- Ability to prepare clear and comprehensive financial, administrative, and technical studies and reports.
- Ability to communicate effectively in oral and written form.
- Ability to maintain varied and complex records and filing systems and to prepare reports from such records; ability to deal courteously, tactfully, and professionally with the public.
- Ability to establish and maintain effective relationships with associates, business and residential customers, legal representatives, vendors, and the public.

PHYSICAL DEMANDS

The physical demands herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform these essential job functions.

- This work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, using hands to finger, handle or feel and repetitive motions and occasionally requires standing, walking, speaking or hearing, climbing
- Balancing, stooping, kneeling, crouching or crawling, reaching with hands and arms and pushing or pulling; work has standard vision requirements;
- Vocal communication is required for expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels;
- Work requires preparing and analyzing written or computer data; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic)

Weight	10 lbs.
Environment	Mod. Noisy
Physical Activity	Moderate

Personnel and Policy Handbook section 3-C

“all new employees are required to complete the FEMA IS-100, IS-200, and IS-700 within the first six (6) months of employment. All supervisors and managers are also required to complete the FEMA IS-300 and IS-400 within six (6) months of holding position.”

Note: The above statements are intended to describe the general nature and level of work being performed by the incumbent(s) of this job. They are not intended to be an exhaustive list of all responsibilities and activities required of this position. Nothing in this job description restricts management’s right to assign duties and responsibilities to this job at any time. The omission of specific job duties does not exclude them from the position if the work is similar, related or a logical assignment to the position. The job description does not constitute an employment contract and is subject to change as the needs of the employer and requirements of the job change.

Employee Signature

Date