
Resolution: 020926-F

Job Title: Billing Supervisor

Department/Division: Water Division

Reports To: Assistance Finance Director Utilities

Direct Reports: Billing Coordinator(s)

Salary Class/Salary Grade: Classified/Grade 20

Employment Status/FLSA: Full-time Regular/Non-exempt

GENERAL DESCRIPTION:

The Billing Supervisor is responsible for coordinating and performing daily utility billing operations for water, sewer, and garbage services. This position ensures billing accuracy, timely processing, system integrity, and responsive service while maintaining compliance with established policies and procedures. Work is detail-oriented, fast-paced, and performed with a high degree of independence under general oversight.

ESSENTIAL JOB DUTIES:

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

- Performs and coordinates all routine utility billing functions for water, sewer, and garbage services.
- Generates automated high usage calls and leak flag calls each billing cycle.
- Prepares Utility Meter Reader route books for the reading cycle by loading and unloading handheld devices and laptops.
- Prepares billing calendars, meter reading schedules, cutoff schedules, and on-call schedules in coordination with Field Services Supervisor.
- Reviews meter data, billing calculations, and exception reports for accuracy.
- Assigns operational work orders to Utility Meter Readers, including rereads, new accounts, finals, and leak investigations.
- Creates and maintains meter reading routes and customer account configurations.
- Implements approved rate changes in the billing system as directed by the Accounting Manager.
- Post approved leak adjustments to customer accounts.
- Processes billing adjustments, corrections, final bills, and deposit refunds.
- Generates customer statements, e-bill notifications, and special billing reports.
- Coordinates required customer mailings, including Consumer Confidence Reports.

- Investigates and resolves routine and complex billing issues; escalates policy or customer-impact decisions as appropriate.
- Prepares billing data for audits, studies, and special projects.
- Maintains accurate billing records and documentation.
- Completes employee performance appraisals and develop goals for assigned staff.
- Serves as backup Customer Service Representative when needed.
- Demonstrates strong commitment to customer service and utilizes company provided customer service training daily.
- Regular & predictable attendance is a required essential function of the position based on department established work schedule.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Knowledge of billing, customer service and general ledger processes
- Knowledge of general office practices and procedures, including use of office equipment
- Ability to establish and maintain effective working relationships with other employees and the public
- Ability to work collaboratively to complete assigned tasks
- Ability to build and maintain an accurate and efficient Billing and Utility Meter Reader staff to provide excellent billing and customer service
- Ability to manage and assign Utility Meter Reader staff efficiently
- Ability to plan and organize work to meet established deadlines
- Ability to maintain confidentiality
- Strong decision-making skills
- Ability to learn new information quickly and accurately
- Ability to adapt to workplace changes
- Ability to work under pressure and appropriately handle difficult working relationships
- Ability to apply problem solving skills and use appropriate independent judgment
- Excellent communication and customer service skills required
- Strong computer skills. Knowledge of Microsoft Office, including Word, Excel and PowerPoint

MINIMUM QUALIFICATIONS:

- A minimum of Associate's Degree required
- Training related to computer software including Microsoft Word, Excel, and Outlook
- Prior supervisory experience preferred
- A minimum of five years of billing experience or equivalent experience preferred
- Ability to read and write English, with excellent verbal and written communication skills
- Valid driver's license
- Utility billing software experience preferred
- Data entry experience preferred
- Valid Alabama drivers license

The physical activities required for this position involve:

Frequent sitting, using hands, talking, and hearing; occasional standing, walking, reaching with hands and arms, stooping, and kneeling.

This position requires lifting:

Up to 25 pounds occasionally; up to 50 pounds rarely

This position has the following special vision requirements:

Ability to read information both in print and electronically.

ENVIRONMENTAL WORKING CONDITIONS:

The following physical conditions and hazards may be encountered while working in this position: None

I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position.

Immediate Supervisor

Date

Department Head

Date

I have read this job description and understand the major responsibilities, requirements, and duties of this position. I understand the duties listed in this description are not all-inclusive and there may be other duties assigned to me.

Employee

Date