



Resolution: 020926-F

Job Title: Billing Manager

Department/Division: Water Division

Reports To: Assistant Utilities Finance Director

Direct Reports: N/A

Salary Class/Salary Grade: Classified/Grade 21

Employment Status/FLSA: Full-time Regular/Exempt

GENERAL DESCRIPTION:

The Manager is responsible for planning, organizing, and directing the personnel, activities, and daily operations of the billing department. This role oversees all functions related to water, sewer, and garbage billing, as well as meter reader operations. The Manager works in a fast-paced environment that requires effective multitasking and the ability to navigate stressful situations. Duties are detail-oriented, requiring a high degree of accuracy, efficiency, and compliance with established policies. Work is performed with a high level of independence, exercising sound judgment, while consulting with senior leadership as needed for complex or unusual matters. Completed work is reviewed for accuracy, effectiveness, and adherence to organizational standards.

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.

- Prepares and bills customers for water services received
- Prepares and bills customers for sewer and garbage fees on behalf of the City of Alabaster
- Prepares annual on call schedule for the year and updates calendar as needed
- Prepares annual billing/reading/cut-off schedules
- Reviews Utility Meter Reader route books for accuracy and issues rereads if needed
- Assigns to the Utility Meter Reader work orders for new accounts, final bills, customer complaints, water leaks, and other related billing errors or concerns
- Calculates and posts billing adjustments or account corrections

- Generates automated high usage calls and leak flag calls each billing cycle
- Previews bill calculations and reviews any error/exception reports
- Calculates and posts charges to customer accounts
- Generates customer statements and transmits file to mailing service
- Processes e-bill notifications for e-bill customers
- Posts late charges to customer accounts
- Assigns special projects to Utility Meter Readers as needed
- Creates new meter reading routes and re-routes existing reading routes for the Utility Meter Readers as developments are added or changes occur in the system
- Contacts field personnel of any issues noted that need addressed from the field
- Investigates and resolves complicated reading and billing issues
- Reviews new customer list to confirm correct services and rates are entered in the billing system
- Identifies daily accounts to be processed as final accounts
- Confirms during final process that customer does not have outstanding balances on other accounts in the system
- Processes customer deposits refund checks and mails checks with final bill to customer
- Meets with customers on special account billing arrangements as needed
- Develops and executes monthly billing strategy
- Updates rate changes in billing system for water, sewer and garbage as needed
- Communicates rate changes to Administrative Manager to update website
- Prepares updated rate sheet
- Develops and maintains a Billing Manual in coordination with senior staff
- Manages Utility Meter Reader timesheets and adjusts time clock punches as needed
- Assists with hiring Utility Meter Readers
- Completes employee performance appraisals and develops goals for assigned staff
- Prepares data requests for audits, special projects, or other studies as requested
- Coordinates mailing of Consumer Confidence Report and other special mailings as needed
- Immediately addresses customer issues and resolves in a timely manner
- Tracks company goals monthly
- Manages Fixed Income/Reduced Rate Program
- 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 three years of cashiering and customer service experience is 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

This position has the following special vision requirements: Ability to read information both in print and electronically.

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