



JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Utility Revenue Manager

Department: Finance

Pay Grade: 20

FLSA Status: Exempt

JOB SUMMARY

An employee in this class manages and directs the daily operations of utility billing, customer service, payment processing, and Citywide revenue collection activities. Work involves overseeing the accuracy and efficiency of billing systems, managing delinquent accounts, and coordinating with external agencies and legal counsel on bad debt recovery efforts. Additionally, the employee assists in developing, reviewing, and updating departmental policies, procedures, and workflows to enhance operational efficiency, compliance, and elevate the overall quality of service provided by the City's Utility Services.

This position is responsible for delivering excellent customer service by resolving complex customer account issues and complaints with professionalism, accuracy, and tact, thereby maintaining a high level of public trust. The employee supervises and trains staff, evaluates performance, and ensures that all billing and collection processes comply with City policies, regulations, and applicable laws.

The role requires considerable public contact and coordination with other City departments, as well as sound judgment, analytical ability, and attention to detail. Quality control must be exercised over functions supervised to assure compliance with standards, policies, and applicable general statutes. The employee also prepares and reconciles financial reports, assists in testing and implementation of new systems, and recommends improvements to billing technology and customer service operations.

Work is performed under the supervision of the Finance Director and is reviewed through conferences, review of financial reports, and annual audits.

ESSENTIAL JOB FUNCTIONS

- Oversees daily utility billing, cashiering, customer service, and revenue collection operations to ensure accuracy, efficiency, and compliance with City policies and regulations.
- Provides leadership and oversight for the Billing and Customer Service teams by supervising the Customer Service Team Leader and Utility Billing Team Leader, assigning and reviewing work, monitoring performance, conducting evaluations, and providing coaching and discipline as needed.
- Develops, updates, and evaluates customer service, billing, and collection procedures and internal controls; analyzes operational practices and recommends improvements to enhance accuracy, efficiency, and service quality.
- Directs and monitors Citywide revenue collection activities, ensuring timely payments, proper posting, and effective delinquent account management.
- Oversees all debt collection activities, including developing and implementing processes for managing delinquent accounts and coordinating file uploads to external agencies; collaborates with external agencies and legal counsel on debt recovery efforts.
- Coordinates and communicates with City departments and external customers and agencies to ensure effective collaboration, problem resolution, and efficient interdepartmental operations.
- Responds to escalated or highly complex customer account issues with professionalism and accuracy, ensuring timely resolution and maintaining public trust.
- Prepares, reviews, and reconciles financial reports, sub-ledgers, and journal entries to ensure proper accounting of revenues and adjustments.
- Analyzes financial and operational data, identifies trends, and prepares reports for management decision-making.
- Ensures accurate documentation and records management in compliance with audit and retention requirements.
- Oversees the utility billing system and related software to ensure proper rate application, data integrity, and performance, and participates in the testing, implementation, and training associated with new systems, upgrades, and automation initiatives.
- Performs other related duties as assigned.

QUALIFICATIONS**Education and Experience:**

Bachelor's degree in Business Administration, Accounting or a related field required; and five (5) years of work-related experience; or an equivalent combination of education and experience.

Special Qualifications:

- Possession of a valid driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

Knowledge, Skills and Abilities:

- Skills in the application of the City's personnel policies, supervisory principles, and motivation techniques.
- Skills in performing complex mathematical calculations and accounting functions.

- Proficiency in Microsoft Excel, including use of formulas, pivot tables, and other excel functions for financial analysis, reconciliations, and reporting.
- Skills in the processes and procedures of effective budgeting and auditing.
- Skill in preparing, analyzing, and reconciling complex financial and operational data to identify errors, trends, and opportunities for improvement.
- Ability to establish and maintain effective working relationships with the general public, vendors and employees.
- Ability to train and provide technical assistance to all levels of City Staff.
- Excellent communication and interpersonal skills with the ability to address complex customer account issues and resolve complaints with professionalism and tact.
- Ability to interpret and apply regulations, policies and laws.
- Ability to manage multiple projects, prioritize tasks, and meet deadlines in a fast-paced environment while maintaining strong attention to detail.

PHYSICAL DEMANDS

Work in this classification is defined as light work requiring the physical exertion of up to 10 pounds of force occasionally and a negligible amount of force constantly to move objects. Physical demands require climbing, crouching, crawling, standing, walking and lifting. Vocal communication is required for responding to inquiries, expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels. Visual acuity is required for extensive reading, to prepare and analyze written or computer data, determine the accuracy and thoroughness of work, and observe general surroundings and activities.

WORK ENVIRONMENT

Work is primarily performed in an office with a controlled environment without exposure to harmful conditions. Position is subject to meetings outside the normal 8-hour day environment and may include travel to facilities, working after hours and on weekends.

The City of Hendersonville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.