



MANAGER, UTILITIES & BILLING SERVICES

FLSA: Exempt

Grade 34 \$71,713.21 - \$114,741.12

GENERAL DEFINITION

Management and oversight of the City's Utilities & Billing Services in accomplishing all routine and non-routine processes according to established policies, procedures, and schedules. An employee in this job classification manages the activities of support staff engaged in the various revenue collection functions of the Utilities & Billing Services. Utilities & Billing Services is responsible for revenue billing and collection of various utility and municipal services accounts. Position ensures adherence to established billing and collection schedules and provides resolution to non-routine and complex issues regarding delinquent accounts, special circumstances, and policy interpretation in accounts management.

ESSENTIAL JOB DUTIES

The list of duties and functions, as outlined herein, is intended to be representative of the type of tasks performed within this classification. They are not listed in any order of importance. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Responsible for the verification and revision of daily and monthly division reports, ensuring accuracy of balances for banking deposits. Coordinates and leads in the selection of staff and exercises supervision of assigned support staff; ensures proper training and monitoring of staff activities in accordance with operating policies and procedures.
- Responsible for the review and acquisition or write-off of outstanding funds for aged/delinquent accounts, subject to management approval.
- Reviews all cycle billings prior to generation for accuracy; corrects any identified errors and authorizes generation of billings, including hard copy and electronic media.
- Responds to and resolves more customer issues and complaints, as escalated up from line staff; assists line staff with questions regarding customer services.
- Researches, plans, and implements improvements to operating policies, practices, and procedures for improving the efficiency of services and unit operations.

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- Interprets City ordinance as such pertains to municipal utility services and recommend code changes as appropriate.
- Responsible for the filing of liens with the County, the acquisition of delinquent funds, and the release of liens filed.
- Monitors and reviews all vendor contracts relevant to the City's customer service functions.
- Oversees the scheduling and coordination of staff activities.
- Authorizes the processing of orders for disconnects, and the establishment and maintenance of new accounts for Utility customers.
- Oversees meter reading schedules and the tracking of meter recordings and time usage for meter reading activities.
- Authorizes the mailing of routine billings and duplicate bills and reminders for payments due according to established schedules.
- Oversees and participates in the development of the utility billing budget; participates in the forecast of necessary funds for staffing, materials, services and supplies; monitors the approved budget.
- Ensures adherence to procedures for the proper maintenance of the unit's filing, database management, and records systems of the unit.
- Reviews/approves various routine and special reports regarding unit activities and status of accounts or unit operations, e.g., delinquent accounts, revenues collected, new accounts, etc.
- Coordinates information technology issues with the ITS Division.
- Reviews and approves daily turn off lists for delinquent accounts.
- Approves purchase orders and requisitions.
- Manages and oversees all special projects.
- Manages time and attendance for Utility Billing Staff.
- Generates monthly unpaid balance reports for lien processing.
- Prepares lien documents for filing.
- Oversees bankruptcy issues.
- Communicates with coworkers, management, citizens, and others in a courteous and professional manner.
- Provides instruction, training, guidance, and assistance to staff undercharge in all aspects of customer service functions.

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- Requires regular attendance to scheduled work shifts.

KNOWLEDGE, SKILLS & ABILITIES

- Comprehensive knowledge of revenue accounting, utility collections processes, and consumer billing practices and procedures.
- Comprehensive knowledge of the water meter reading functions and equipment utilized in tracking and accounting for water consumption.
- Substantial familiarity with current office technologies, standard office practices, personal computers, and related peripheral equipment associated with utility & billing services.
- Skill in utilizing Microsoft software, specifically Access and Excel.
- Comprehensive familiarity with accounting principles and practices as applied to the maintenance of customer utility billing processes.
- Ability to provide management, guidance, training, and assistance to staff regarding processes, procedures, and policies governing the work.
- Ability to plan, manage, and oversee work responsibilities for unit staff in a manner to ensure adherence to prescribed schedules of the unit.
- Excellent customer service skills, including problem resolution and dealing effectively with angry or frustrated customers.
- Ability to work independently in developing new or revised procedures, programs, and/or solutions to problems.
- Ability to analyze and prioritize information and make recommendations.
- Ability to express ideas clearly and concisely, verbally, and in writing.

MINIMUM ACCEPTABLE EDUCATION, TRAINING & EXPERIENCE

High school diploma or GED with three years of experience in utility & billing services with 1 year of experience in a lead worker or supervisory capacity.

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PREFERRED

Bachelor's degree in Accounting, Public Administration or Business Administration or related field.

1 year of experience in municipal utilities or public works environment.

PHYSICAL REQUIREMENTS

The City of Oakland Park is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Oakland Park will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job.

Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of lightweight (5-15 pounds). Tasks may involve extended periods of time at a keyboard or workstation. Work is performed in usual office conditions with rare exposure to disagreeable environmental factors. Some tasks require visual abilities. Some tasks require oral communication ability.

A review of this position has excluded the marginal functions of the position that are incidental to the performance of fundamental job duties. All duties and responsibilities are essential job functions and requirements are subject to possible modifications to reasonably accommodate individuals with disabilities. To perform this job successfully, the incumbent(s) will possess the abilities and aptitudes to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat of significant risk to the health or safety of themselves or other employees. Requirements are representative of the minimum level of knowledge, skills, and ability.

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I _____ have read and acknowledge receipt of the job classification.

Employee signature

Date