

CARMICHAEL WATER DISTRICT
Classification Specification

Job Class: Billing Supervisor
FLSA Status: Exempt
Supervisor: Financial Manager
Effective Date: March 2022

Description

Under general supervision, the Billing Supervisor plans, organizes, manages, coordinates and directs the billing operations, functions and programs for the District; and ensures that the highest quality customer service is delivered to District customers.

Distinguishing Characteristics

Distinguished from other classes within the billing department by the level of responsibility assumed, complexity of duties assigned, independence of action taken, by the amount of time spent performing the duties, by the nature of the public contact made, and the level of experience.

Supervision Received and Exercised

Receives general direction from the Finance Manager or District designated representative. Exercise technical and functional direction over billing staff.

Essential Duties and Responsibilities

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

Operation and Maintenance of the Billing Programs (Department):

- Oversee the daily activity (including but not limited to: utility billing; meter reading coordination; general administration; reporting; regulatory; and customer service).
- Assign and supervise activities, projects and programs of departmental personnel, contractors and external vendors (i.e. banking, billing statements, lockbox, answering service, etc.) for department programs.
- Perform a variety of duties associated with billing and collections.
- Ensure coverage of billing staff (i.e. assist with routine activities and/or in absence of billing staff).
- Research and analyze risk management; manage, direct and oversee risk management functions for the department (i.e. hot topics: present and future impacts).
- Maintain awareness of operations practices and recommend changes.
- Manage, direct and oversee the billing software (i.e. CSM, Great Plains, etc.)
- Coordinate meter reading and data collection with billing software.
- Monitor work flow, review and evaluate work products, methods and procedures.
- Ensure all work performed is completed to District standards.
- Manage District's claims as assigned.
- Manage outside vendors/consultants for department business operations.
- Develop, read and interpret specifications, bid documents, contracts and program documents.

Planning:

- Develop, implement, and maintain creative, productive, effective and efficient programs for the department.
- Achieve efficiency through proper planning, organization, scheduling, and direction of department activities, staffing, resources, and projects.
- Conduct a variety of studies and surveys; research, develop and present reports related to the department, its programs, and its effectiveness.

Staffing and Training:

- Direct, supervise, mentor, train, discipline, and evaluate the performance of direct reports.
- Meet on a regular basis with direct reports to share information and discuss issues regarding projects, policies and programs, and to determine priorities and resource management issues.
- Prepare concise written documentation for annual evaluations, promotions, demotions, disciplinary actions including: verbal, written, suspensions and terminations.
- Review applications for employment; participate in interviews of prospective employees; make recommendations on hiring and placement.
- Develop, document, present, lead and manage departmental training.
- Review and approve time cards and leave requests.
- Attend, participate, and/or conduct training, meetings, seminars, demonstrations, events and conventions as required (i.e.: including nights and weekends).
- Effectively represent the District/Department in committees and regional groups (i.e.: Safety or Star Committee, JPIA, SAWWA, Chamber, etc.).

Policy:

- Exercise leadership, authority, and supervision of department within policies and regulations.
- Develop and enforce departmental standards and procedures.
- Enforce and comply with all District policies and procedures including: Policy Manual, Management Handbook, Regulations Manual, Emergency Response Plan, and IIPP.

Compliance:

- Develop, direct, enforce and promote safety programs (i.e. training, committee, procedures, etc.) for new and existing employees.
- Work with consultants on any regulatory and compliance requirements, documents, and reports.
- Perform quality control on daily paperwork, prepare reports (i.e.: monthly, quarterly, annually, etc.) and maintain District's departmental records and database.
- Comply with District, local, state and federal regulations.
- Monitor new legislation and laws; develop and present recommendations regarding areas of potential risk and/or noncompliance.
- Complete data requests, regulatory filings, and reports as required.

Programs, Projects and Bids:

- Create necessary reports, cost estimates, RFPs, bids, and specifications for new equipment, materials, contracts, services, projects and programs.
- Read and interpret specifications, bid documents, contracts and program documents.
- Create, document and maintain complete and accurate process, procedures, files and records for all projects and programs.
- Manage projects and contracts as assigned.

Financial:

- Participate in development and administration of the annual department budget.
- Assume responsibility of the billing functions (i.e. prepare, direct and oversee billing processes and documents).
- Provide assistance with annual audit.
- Forecast and make recommendations on departmental staffing, programs, and projects.

Customer Service:

- Effectively represent the District and its interests with intergovernmental agencies, professional groups and the public.
- Establish and maintain cooperative working relationships with co-workers, the Board, outside agencies, and the public.
- Respond to public inquiries regarding the District and difficult customer complaints; prepare written correspondence.

- Investigate departmental calls, complaints and claims and take necessary corrective action.
- Perform a variety of duties associated with customer service and general support.
- Provide excellent timely customer service.
- Provide staff assistance to management including development and presentation of staff reports, documents and other correspondence.
- Maintain regular attendance and adhere to prescribed work schedule to conduct job responsibilities.

Qualifications

Knowledge of:

- Principles, methods, techniques, objectives and practices of financial and business programs and functions (i.e.: receivables, billing, adjustments, journal entries, reconciliation, budget, audit support, etc.).
- Planning, organizing, directing, and supervising the departmental operations.
- Policies, rules and regulations, and procedures development and enforcement.
- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Federal, state, county and local regulatory compliance.
- Organizational and management practices as applied to the analysis and evaluation of programs, policies and operational needs.
- Principles and practices of safety and risk management.
- Project management.
- Budget development and fiscal controls.
- Cost estimating and contract administration.
- Principles and practices of personnel management.
- Research and evaluation methods.
- Customer service.
- Operation and maintenance of departmental equipment.

Ability to:

- Plan, organize, manage, coordinate, supervise and direct the District's billing operations, functions and programs.
- Exercise leadership, authority, and supervision tactfully and effectively.
- Exercise good judgment.
- Oversee the establishment and maintenance of training and work safety programs.
- Effectively supervise staff, manage time and workload to maximize productivity.
- Manage multiple projects simultaneously.
- Research, collect, organize, and analyze data; develop, prepare and present reports on a variety of topics.
- Develop and manage budgets.
- Analyze situations and make sound recommendations to management in support of District goals.
- Communicate effectively both orally and in writing with the Board of Directors, District management, co-workers, and the public in one-to-one and group settings.
- Understand, interpret and apply laws, rules, regulations and ordinances relating to District activities
- Effectively represent the District with the public, community groups, contractors, and other organizations.
- Establish and maintain cooperative working relationships.
- Operate a variety of standard office equipment, telephone, personal computer and software applications for word processing, graphic presentations, spreadsheets, and other job-related software.

Physical Requirements

The conditions 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 the essential job functions.*

- Travel occasionally by airplane conducting District business.
- Travel occasionally by vehicle for District related duties and activities.
- Regularly work in an office environment:
 - Work at a desk/table for an extended period of time; sit and stand for an extended period of time.
 - Ability to bend (neck and waist), squat, climb, crouch, stoop, kneel, twist, grasp, fine manipulation, push, pull, reach (above and below shoulder level), balance, stand, walk.
 - Ability to reach, lift, carry and move objects up to 25 pounds (e.g. storage boxes, large binders, books, outreach materials and supplies, tables, chairs, popup shade structures, etc.).
 - Repetitive use of hands.

Environmental and Working Conditions

The environmental and working conditions herein are representative of those an employee encounters while performing the essential functions of this job. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

- Regularly work in ambient room temperatures, lighting and traditional office equipment as found in a typical office environment.
- Work outside of business hours (i.e. nights, weekends, holidays, etc.) as required to meet the needs of the District.
- The performance of this position may occasionally require exposure to job site, distribution and production areas where:
 - Certain areas may require the use of personal protective equipment such as hard hats, safety glasses and hearing protection.
 - May be both indoors and outdoors in all weather conditions with exposure to dust, dirt, water and significant temperature changes between cold and heat; on various types of terrain and footing which may be slippery or uneven; around moving objects or vehicles; in small/tight spaces.
 - May be around machinery with moving parts or stationary equipment; near hazardous chemicals; exposed to fumes/smoke/gases.

Education, Experience and Certification

Required:

- High School diploma or equivalent
- Five (5) full-time years of increasingly responsible experience performing Accounts Receivable (billing and collections), customer service, and cash management including three (3) full-time years equivalent to a Billing Specialist 2 with the Carmichael Water District.
- Two (2) full-time years of increasingly responsible supervisory experience related to financial, business, and customer service programs and functions.

Desirable:

Any equivalent combination of education and experience which provides the knowledge and abilities necessary to perform the work – for example:

- Associate's Degree from an accredited college or university in Accounting, or a certificate in accounting
- Bachelor's Degree from an accredited college or university in Business, Public Administration, Finance, Accounting or a closely-related field.
- Four (4) or more full-time years of increasingly responsible supervisory experience related to financial, business and customer service programs and functions.
- Three (3) or more full-time years of increasingly responsible managerial or supervisory experience in a public agency.

Licenses

- Possess a valid State of California Class C driver's license.
- Proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two years duration.

License and Certification Maintenance: Employee is responsible to complete the designated number of contact hours (i.e.: continuing education and/or training requirements) and licensing requirements to maintain all required licenses and certifications as a condition of continued employment.

NOTE: The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria that are performed by most incumbents, but other related duties may be performed. Not all duties listed are necessarily performed by each individual.