



JOB SPECIFICATION

Code 11350

Grade GS 51

CUSTOMER RELATIONS & BILLING SUPERVISOR

General Purpose

Under general supervision, implement, direct and supervise customer relations and service activities including automated billing.

Typical Duties:

Provide and supervise customer service communications, and account activity. Involves: Explain billing process to customers and employees. Investigate and resolve issues regarding specific jobs between assigned department and customers. Negotiate settlement agreements as authorized. Audit complex customer activity, financial records and databases to identify if adjustments are warranted. Prepare responses to customers. Service customer accounts (meter reading, billing, delinquent action, water service, permits and licenses, field inspections). Coordinate activities and special projects between customer service and other divisions. Plan and coordinate daily workflow and work order assignments to initiate service (new, transfer, changes, installment). Assure rules and regulations are followed. Assure orders to initiate services are completed accurately and timely and update customer account history. Collect payments for services, fees, utility bills, taxes, permits or admissions from customers. Manage and maintain customer records. Assist employees in the application of rate structures and computer systems.

Administer and supervise billing functions. Involves: Set billing schedule of several different billing cycles, assign appropriate due dates, mail billing statements. Operate billing computer systems, address operational and systematic problems, and make recommendations for system enhancements. Send delinquent action notices when appropriate. Grant extensions on overdue accounts.

Make recommendations for service improvements in work areas. Involves: Assist in the evaluation of operations, policies and procedures as they relate to customer service.

Assist in managing accounting functions. Involves: Post daily payments and customer account adjustments, reconcile accounts receivable and cash accounts. Update daily cash files, account adjustment files and billing corrections on computer system. Record data correctly in general ledgers, and generate associated reports. Maintain filing system logs and keep records and reports.

Supervise assigned staff. Involves: Schedule, assign, instruct, guide and check work. Appraise employee performance. Provide for training and development; enforce personnel rules and regulations, and work behavior standards firmly and impartially. Counsel, motivate and maintain harmony. Interview applicants. Recommend hiring, termination, transfers, discipline, merit pay or other employee status changes.



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Knowledge, Skills, and Abilities

- Application of considerable knowledge of administrative practices and procedures.
- Application of considerable knowledge of customer service standards and techniques.
- Application of good knowledge of personal computers and word processing software, mainframe processors, printers, faxes, copiers and calculators.
- Application of good knowledge of supervisory techniques, personnel policies and procedures.
- Application of good knowledge of accounting, billing and collection techniques.
- Establish and maintain effective working relationships with city officials, coworkers and the public.
- Clear concise, courteous oral and written communications.
- Interpretation of oral and written instructions.
- Keep records and reports.
- Work under pressure to meet deadlines.

Other Job Characteristics

- Exposure to irate clients.

Minimum Qualifications

Education and Experience: A High School diploma or GED, and four (4) years customer service and billing experience.

Licenses and Certificates: None.

Special Requirements: Positions requiring a CDL or positions of a safety sensitive are subject to drug and alcohol testing in accordance with federal regulations.