

GENERAL DEFINITION OF WORK:

Under general direction, performs supervisory and administrative work coordinating a variety of billing, collection, accounts receivable and customer service activities for the Authority. Employees must exercise independent judgment, discretion, and initiative in completing assignments and handling public contact situations requiring considerable tact and knowledge of Department policies, procedure, and programs. Supervises customer service staff and coordinates activities with field staff to meet customer needs. Reports to Director of Finance.

ESSENTIAL FUNCTIONS/TYPICAL TASKS:

- Supervises the work of customer service staff. Promotes and provides excellent customer service.
- Responds to elevated customer service complaints.
- Ensures customer service staff provide prompt response and satisfactory resolution to customers' complaints related to utility bills.
- Identifies and implements better methods for meeting service demands through streamlining and improving work methods. Communicates these requirements to customer service staff. Maintains awareness of new methods and technologies through AWWA and other industry publications. Develops and implements new billing techniques and systems or modifications to existing methods and procedures.
- Compiles data, initiates letters, notices and reports necessary for all customer related correspondence.
- Opening, closing, and modifying customer accounts. Coordinates daily work orders with field staff.
- Manages monthly water meter reading process to ensure billing period consistency. Reviews raw and processed meter reading data to confirm successful meter interrogations. Resolves routine and non-routine billing problems.
- Supervises disconnect process to ensure minimal disruption to customer water service and appropriate collection of overdue fees. Develops and issues disconnect list to field staff.
- Manages preparation of customer bills and disconnect notices. Sends billing files to outside vendor for printing and mailing. Manages contract for third party printing and mailing of bills.
- Manages billing equipment and ensures equipment is communicating with current software. Updates billing software and hardware. Coordinates with manufacturers to resolve problems.
- Review and render decisions on contested utility billing matters.
- Processes daily receipts and all other accounts receivable functions.
- Coordinates preparation, recording, and release of customer liens for delinquent accounts in cooperation with Clerk of Circuit Court.
- Ensures consistent and appropriate enforcement of billing and collection policies. Administers Debt Setoff Program with VA Department of Taxation.
- Perform bookkeeping operations in billing procedure. Review accounts to detect any irregularities or inaccuracies. Analyze billings. Prepare, reconcile, and maintain financial records related to billing.
- Prepares and maintains a variety of documentation, records, reports, and files needed for Finance department following Library of Virginia Record Retention Schedules
- Provide coordination and oversight of resources, including scheduling and supervision of workflow, to ensure quality operations and adequate coverage. Develop, implement, and update procedures and practices to effectively manage customer service delivery.
- Determine customer service staff's individual assignments and review work product; monitor and evaluate staff performance; meet with staff to identify and resolve problems; provide training as necessary.
- Continuously look for opportunities to improve operations, decrease turnaround times, streamline work processes through employee training, new policies and procedures, workflow process analysis, and enhanced technology.
- Participate in analysis of utility billing related business processes and software systems and recommend changes. Assist in testing and implementation of new/upgraded software systems and provide applicable training to staff.
- Instructs and assists co-workers as necessary and resolves problems as situations arise.
- Build and maintain a positive work environment that fosters customer service excellence. Receptive to training opportunities to improve skills and performance of self and others.
- Available to work on an on-call, as needed basis. May be deemed essential at any time.
- Performs other duties as assigned throughout the Administration and Finance Departments.

KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of the policies and procedures, organization, and functions of the Authority. Thorough knowledge of modern office practices, procedures, equipment and standard clerical techniques. Thorough knowledge of personal computers and commonly used Microsoft Office software products to include Outlook, Access, Power Point, Word, and Excel; specialty programs and the internet. General knowledge of arithmetic, grammar punctuation and vocabulary. General knowledge of modern accounting and bookkeeping methods, policies, procedures and practices. Excellent computer, organizational, and customer service skills required. Ability to instruct, advise and supervise subordinates. Ability to communicate effectively and efficiently in a variety of technical or professional languages. Ability to coordinate hands and eyes rapidly and accurately in using automated office equipment. Ability to handle a variety of items, office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

EDUCATION AND EXPERIENCE:

Any combination of education and experience equivalent to graduation from an accredited college or university with course work in business administration, accounting, or a closely related field. Five (5) years of progressively responsible experience, including supervisory duties, preferably in a utility billing environment. Any equivalent combination of training, education and experience that provides the required skills, knowledge, and abilities.

PHYSICAL REQUIREMENTS:

This is sedentary work requiring the exertion of up to 20 pounds of force occasionally, and a negligible amount of force frequently or constantly to move objects; work requires fingering, grasping, and repetitive motions; vocal communication is required for 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 depth perception, color perception, preparing and analyzing written or computer data, visual inspection involving small defects and/or small parts, use of measuring devices, operation of machines, determining the accuracy and thoroughness of work, and observing general surroundings and activities; the worker is not subject to adverse environmental conditions.

ADDITIONAL REQUIREMENTS:

Possession of a valid driver's license and good driving record. Must pass a pre-employment drug and alcohol screening.