

## JOB DESCRIPTION



## BILLING AND CUSTOMER SERVICES MANAGER

(Exempt/Management Position)

### DEFINITION

Under general direction of the Finance Director, analyze the results of billing and collection activities, develop projections of future revenue, present analysis to management, supervise customer services team in performing customer billing, customer service, cashier and collection activities for City of Ukiah's utility services, including electric, water, sewer, and garbage, business licenses, leases, loans, and the parking permit program. Perform accounting tasks involved in the preparation and maintenance of the City's billing, collection, and other revenue records; assist in preparation of City budget; design and implement accounting procedures; provide highly technical and staff assistance to the Finance Director in a variety of fiscal assignments; and do related work as assigned.

### EXAMPLES OF DUTIES: (E=Essential Duty; M=Major Portion of Time)

- Manage the Billing and Customer Services Division of the Finance Department and coordinate the collection of revenue for City-provided and/or mandated services, including, but not limited to, water, wastewater, electric, and trash collection. (E-M)
- Manage the customer services function of the division, including the Utility Services Team. (E)
- Promote excellent customer service at the front counter, on the phone, by electronic communication, and in the field. (E-M)
- Manage division staff, including training in related job responsibilities; assigning and directing work, providing performance appraisals, and handling operational responsibilities within the department. (E-M)
- Prepare monthly revenue reports. Analyze and interpret reports and identify trends. Prepare written summary, with appropriate charts and graphs for management use. (E-M)
- Prepare monthly statistical reports. Analyze and interpret reports and identify trends. Prepare written summary, with appropriate charts and graphs for management use. (E-M)
- Assist in preparation of the annual City budget, including projections, forecasts and analytical research.
- Prepare and monitor the Billing and Customer Services division budget. (E)
- Develop, regularly review, and maintain billing policies and procedures, based on best practices for government billing and customer service, and make recommendations to the Finance Director of changes that are appropriate to consider. (E)
- Review monthly billing and collection results and balancing to general ledger. Monitor and audit monthly revenue results. (E-M)
- Answer complex customer inquiries and complaints over the phone and in person using independent judgment to correct, resolve and report situations. (E-M)
- Supervise preparation of year-end revenue accruals, consolidations and adjusting entries. (E)
- Supervise and select, train, evaluate, and develop finance department personnel responsible for customer service, billing, cash receiving, collections, and miscellaneous accounts receivable functions. (E-M)
- Supervise timely and accurate application of seasonal and other utility rate changes. (E)
- Ensure that billing statements, delinquent letters, collection notices, final notices, and disconnect instructions for unpaid utility accounts are scheduled and produced in compliance with Municipal and State Regulations. (E)
- Prepare periodic reports to state and federal agencies as required. (E)
- Assist in monitoring, developing and implementing the Identity Theft Prevention Program for the Utilities Department. (E)
- Prepare and present reports to the City Council, as needed.
- Monitor and maintain special utility assistance programs including CARES, HEAP and Energy Rebate Programs. Prepare periodic reports on the participation level in these programs.
- Design and implement revenue related policies and procedures. (E)
- Develop procedures for implementation of new accounting rules. (E)

- Maintain relevant professional certifications, professional standards, and engage in continuing education and professional development that benefit the community and the City organization. (E)
- Other duties and projects as assigned.

## **QUALIFICATIONS**

### **Knowledge Of:**

- Best practices in customer service, particularly in municipal operations.
- Principles and practices of supervision, government accounting, and budgeting.
- Microsoft Excel spreadsheet and word processing software. Knowledge of AS400 software preferred.
- Ordinances, resolutions and laws affecting municipal financial operations.
- Operation of computerized financial systems (general ledger, purchasing, encumbrances, cash receipts, utility and miscellaneous billing and project accounting).
- Modern office practices, procedures, equipment and standard clerical techniques as applied to municipal accounting.
- Billing and collections procedures and techniques.
- Generally accepted accounting principles issued by the Governmental Accounting Standards Board preferred.

### **Ability To:**

- Analyze and interpret fiscal and accounting records and data.
- Apply and adopt established methods to a variety of accounting transactions and problems.
- Supervise, evaluate, train, motivate, and lead assigned staff.
- Set near, intermediate, and long-term goals and achieve them.
- Document policy and procedures established to implement best practices in revenue collection and customer services that benefits the community and the City.
- Prepare concise and accurate reports for distribution to management and City Council.
- Interpret and make operating and personnel decisions in accordance with laws, regulations and policies.
- Identify changes in policies or procedures which will promote efficiency and effectiveness.
- Communicate clearly and concisely, orally and in writing.
- Establish and maintain cooperative and effective working relations with those contacted in the course of work, including other employees and the public.
- Use and operate computerized financial systems which requires manual dexterity, and develop and understand spreadsheets.
- Use Microsoft Excel spreadsheet program to create financial analyses and projections.
- Sit and work on computer systems for long periods of time.
- Lift up to 40 pounds.
- Work evenings and weekends, and attend night meetings when required.

### **Education and Experience:**

Any combination of experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain knowledge and ability would be equivalent to a Bachelor's Degree from an accredited college or university in accounting or closely related field or three years of increasingly responsible professional experience in accounting, billing & collection or revenue management. Two years of experience in direct personnel supervision preferred. Municipal experience preferred.

### **Necessary Special Requirement:**

Possession of a valid Class C California Driver's License.