

CITY OF FULSHEAR
UTILITY SERVICES SUPERVISOR

CLASS SUMMARY

FLSA Status: E

Performs responsible utility services supervisory work. An employee in this class ensures the continued operation of the City's utility billing and utility services, accomplished by supervising the activities of division personnel. Work is performed under the general supervision of the City's Chief Financial Officer. May receive indirect supervision from the Finance Manager. Exercises supervision over the utility services staff and provides direction to contractors to ensure maintenance and processing of data related to utility billing, utility services, and utility accounts within an automated office environment. Employee may assist other office support positions within the respective operational area. Work involves considerable contact with the public.

ESSENTIAL DUTIES AND RESPONSIBILITIES *(Any one position may not include all the duties listed nor do the listed examples include all duties which may be found in positions of this class. Allocation of positions to this class will be determined on the amount of time spent in performing the primary duties.)*

Oversees the daily operation of utility services; Reviews and monitors staff duties and interactions with customers.

Supervises, coordinates, trains, and evaluates job assignments and supports technical development of subordinate staff members; Plans, organizes, and schedules resources to meet production requirements.

Researches, recommends, and assists in the selection and implementation of custom computer programs, systems, and technologies for more efficient and effective operations; Uses various computer software and programs to analyze, manipulate, store, and retrieve a variety of data.

Assists in planning, coordinating, and overseeing the city's meter program and interface units including meter reading, testing, repair, and replacement, residential and commercial water service turn on/off's, and follow-ups on service requests and work orders.

Manages the operation of the automatic meter reading computer system, including the transferring of data; reviews reading schedules for efficiencies and effectiveness, and analyzes data to maintain the accuracy of meter readings, the databases, and billings.

Handles difficult customer contacts involving account disputes, collections, water turn-offs, etc., explaining the City's policies and procedures regarding the aspects of meter installation, testing, water billing, and payment collection; Receives and investigates complaints/disputes and recommends corrective action, as necessary to resolve complaints/disputes; Directs and interprets the research and analysis of customers' problems and inquiries; Compiles reports and maintains records of services rendered.

Manages and assists in contracts with several third party providers to include but not limited to: meters, meter testing, banking partners related to utility billing services, credit card processing companies, and software vendors.

UTILITY SERVICES SUPERVISOR – Page 2

Reviews written records of proceedings as well as original correspondence to customers.

Maintains billing schedules and all phases of preparing monthly utility billings; Maintains penalty schedules on past due accounts and generates monthly delinquent statements; Prepares monthly cut-off listing and ensures receipt of payments on delinquent accounts; Maintains hardship agreements.

Oversees the input of meter numbers and readings via utility inventory system and the input of meter changes on accounts.

Coordinates utility billing and collections activities with the meter reading process and other City departments, as appropriate.

Performs supervisory functions related to the development and implementation of programs, processes, and schedules (i.e. billing schedules, staff schedules, hardship agreements, delinquency collections).

Assists utility services staff with receiving and processing utility billing payments; participates in receiving, reconciling, and depositing funds, reconciling checks, statements, utility bills and computer summary reports; accepts and posts payments, balances cash or petty cash drawer.

Traces, reviews and reconciles records and support documents; checks meter readings for accuracy and records readings into the utility billing system.

Oversees service order requests, new account set-up, and service disconnections; provides information regarding account balances, deposits, new service connection, service disconnection, and other utility matters; Maintains and audits utility account service requests, billing statements, and related reports; Inputs and maintains account adjustments and miscellaneous charges.

Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as requested or otherwise necessary; summarizes data in preparation of standardized reports.

Prepares regular reports of utility billing activities including all work orders with descriptive task, assigned staff, and status, adjustments with justifications and resolutions, billing registers reviewed by supervisor, listing of accounts requiring rereads and justifications, listing of accounts with estimated bills and justifications, and any other reports deemed necessary by the Chief Financial Officer.

Compiles reports with utility billing and consumption data with multi-year comparison and analysis and any reports deemed necessary to meet public needs.

Develops, coordinates, and maintains good relationships with the public, outside agencies, vendors, and other City Departments; Coordinates programs and activities with other City Departments, as may be necessary.

Other duties as assigned or required to perform the functions of the position; Attendance is an essential function of this position.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT *(The physical demands and environmental conditions described here 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 functions.)*

While performing the duties of this job, the employee is regularly required to sit, stand, and handle or operate standard office equipment. The ability to enter data into computer terminals in a sustained manner is required. The employee must occasionally lift and/or move up to 30 pounds. The employee is frequently required to talk or hear. Specific vision abilities required by this job include close vision.

While performing the duties of this job, the employee is not normally exposed to outside weather conditions. The noise level in the work environment is usually moderate. The employee occasionally works in outside weather conditions.

MINIMUM QUALIFICATIONS

Work requires possession of a high school diploma or GED (Associate Degree from an accredited college is preferred), and three years of experience in municipal/government/utility billing, collection, customer service, accounting, auditing, or related functions and operations which includes at least one year of experience in a supervisory or “team leader” capacity; or any equivalent combination of education and/or experience that provides the following knowledge, abilities, and skills:

Ability to read and interpret documents such as operating and maintenance instructions, and procedure manuals; Ability to write routine reports and correspondence.

Ability to communicate effectively and efficiently to communicate ideas, facts, and technical information accurately, thoroughly, and in an easily understood manner.

Ability to utilize Microsoft Office, InCode, and other specialty software programs.

Ability to make accurate mathematical calculations; Ability to maintain confidentiality regarding financial matters.

Ability to identify, analyze, and solve problems, identify alternatives or solutions, and consequences of proposed actions, when needed; Ability to answer inquiries from the public in a respectful, tactful, courteous, effective, and professional manner.

Ability to organize and complete multiple work assignments, meeting objectives and deadlines, and following directions.

Knowledge of principles, practices, and methods of municipal utility billing and collections; Knowledge of federal, state, and local regulations and laws pertaining to water utilities.

Skill in the use of computer and data-entry equipment.

Skill in establishing and maintaining effective working relationships.

LICENSE, CERTIFICATE, OR OTHER REQUIREMENTS

Valid State of Texas Driver’s License

Revised: 7-30-2019