

UTILITIES ACCOUNTING SUPERVISOR

MAJOR FUNCTION

This is a highly knowledgeable supervisory position whose function is to supervise and assist staff engaged in providing customer service to members of the general public in matters related to applications for water service, responding to customer utility billing questions and complaints, and processing utility payments. Work involves expert knowledge of the County's utility operations to promptly and effectively respond to and resolve concerns of utility customers.

ESSENTIAL FUNCTIONS

The following statements describe the principal functions of this job and its scope of responsibility, but should not be considered an all-inclusive listing of work requirements. Individuals may perform other duties as assigned, including working in other functional areas to cover absences or relief, to equalize peak work periods, or otherwise to balance the work load.

- Oversees and directs the activities of the utilities customer service department and staff, and the unit's billing and revenue operations.
- Receives and resolves customer complaints. Ensure that all inquiries and complaints are handled in a professional manner.
- Schedules monthly meter reading and billing cycles.
- Schedules and processes automated bank drafts, online payments, and credit cards.
- Balances daily deposits using spreadsheets. Prepares monthly financial reports for billing purposes.
- Performs audits of revenue collection on a regular basis.
- Schedules, generates and reviews weekly cut off reports on non-payment of accounts.
- Communicates with CIS vendor to resolve software issues.
- Collects revenues for new construction service installation.
- Performs employee supervision tasks such as review and approval of time sheets, assigning and reviewing work of subordinates, conducting performance evaluations, and recommending merit increases, promotions, and discipline, and training.
- Assists in development of new programs and projects by conducting research, gathering data, and preparing written or oral reports.
- Required to report to work at the appointed hour, as scheduled, and to work the entire assigned schedule.

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SECONDARY DUTIES

- Performs other duties as assigned.

CUSTOMER SERVICE

This is a front-line position for providing excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person and by phone contact.

SUPERVISION

Responsible for directly and regularly supervising work of a relatively small number of employees (two or more), with no indirect supervision. Includes assigning, directing, evaluating, and reviewing work of subordinate employees. Responsibilities include providing on-the-job training; evaluating job performance; recommending selection of new staff members, promotions, status changes, and discipline; and planning, scheduling, and coordinating work operations.

EDUCATION, EXPERIENCE, LICENSES, AND CERTIFICATIONS

Education and Experience

Associate degree; and three years experience in accounts receivable; general office and computer skills; billing; data entry of new accounts and payments; cash drawer and cash balancing; problem solving and customer complaints; greater years of experience as specialist or lead worker may substitute for a portion of the required education; or an equivalent combination of education and experience.

Licenses

Valid Florida Driver License.

JOB SKILLS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements are representative of the required knowledge, skills, and abilities.

Language Skills

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.

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- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from managers, clients, customers, and the general public.

Mathematical Skills

- Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals.
- Ability to compute rate, ratio, and percentages and to draw and interpret bar graphs.
- Ability to figure discounts, interest, proportions and percentages.
- Ability to interpret complex and detailed financial data. Study manual work process to determine most effective methods for essential tasks.

Problem Solving Abilities

- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to deal with problems involving several concrete variables in standardized situations.
- Strong organizational skills. Ability to prioritize tasks and meet multiple deadlines.
- Can explain records, procedures to others as lead worker.
- Requires judgment regarding use of equipment, tools or material.

Specialized Skills and Abilities

- Knowledge of business English and spelling.
- Ability to enter and retrieve information on the computer.
- Ability to communicate tactfully and courteously with members of the public.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team

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members are committed to the goals and objectives of the team.

Machines and Equipment

Employee will be required to operate a computer, calculator, telephone, fax machine, copy machine, folding and postage machine, and other general office equipment in the completion of the tasks.

PHYSICAL DEMANDS

While performing the duties of this job, the employee will frequently be required to stand, walk, sit, use hands to finger, handle or feel, talk or hear, and will occasionally be asked to lift up to 25 pounds. Vision requirements are close, distance, color, and peripheral vision, and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. While performing the duties of this job, the employee will occasionally be exposed to moving mechanical parts and airborne diseases and illnesses in working with the public. The typical noise level is moderate.

Established: 10/99	Category: 1
Pay grade: 13	Status: E
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