

CITY OF HELENA



Position Title: Utility Customer Svc Supv **Department:** Utility Customer Svc
Position #: 14222 **Grade:** 144
EEO Category: (05) Para-Professional **FLSA:** Exempt
EEO Function: (01) Financial Administration **Work Comp Code:** 8743

DEFINITION

Under general direction, plans, coordinates, directs, manages, and oversees the activities and operations of the Customer Service Division within the Administrative Services Department.

SUPERVISION RECEIVED

Under general direction of the Administrative Services Director.

SUPERVISION EXERCISED

Exercises direct supervision over technical and clerical staff.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Develop and implement goals, objectives, policies, priorities, and work plans for the Customer Service Division within the Administrative Services Department.

Select, train, motivate, and evaluate assigned personnel.

Provide administrative and technical support to the Administrative Services Director.

Administers and participates in utility accounting systems which provide for: timely and accurate issuance of monthly utility bills to all residential and commercial customers in the City; proper and timely billing of special, non-systemized, charges for fire and intrusion alarm charges; proper collection, reconciliation, and internal control of the utility accounts receivable, including general ledger entries and processing of delinquent accounts; and an accurate and up-to-date database of utility customers and customer accounts using highly specialized software.

Supervises and provides financial and statistical data, analysis, statistics, and reports on a routine and special request basis.

Supervises and provides for courteous customer relations and communications when establishing new accounts, processing payments, answering inquiries, dealing with overdue accounts, handling customer complaints, and otherwise dealing with the public and other departments.

Provide technical assistance to billing software vendor with support issues.

Provide technical support, training and guidance to other employees involved in all division functions.

Create, run queries, and analyze data as necessary to provide information or for internal/external audit purposes.

Responsible for interdepartmental transfers for city departments wishing to pay charges utilizing this method.

Contribute data and participate in policy and ordinance changes related to utilities.

OTHER JOB RELATED DUTIES

Assists in the preparation of the City's Comprehensive Annual Financial report by developing supporting documentation.

Assists in the preparation of the City's Annual Budget through the preparation of specific budget sections and development of supporting studies.

Provides for staff support and backup of business and other license processes in the Accounting Division, occasionally performing those duties as needed.

Performs other duties and assumes other responsibilities as apparent or delegated.

SAFETY RELATED DUTIES:

Abide by the City of Helena and department/division work practices established for specific job assignments and occupations.

Report occupational injuries, illnesses and near misses immediately to their supervisor. Follow supervisor instructions for obtaining first aid and/or medical attention. Participate in accident investigations as requested by the supervisor.

Participate fully in safety training. Suggest improvements in safety training requirements or programs to the supervisor or the safety committee.

Identify unsafe work conditions and unsafe practices. Correct hazards or report them to the supervisor or safety committee as appropriate.

Attend and participate in professional group meetings; staying abreast of new trends and innovations in the field of governmental accounting.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Utility accounting systems and rate structures;

Modern office practices and procedures and of standard office and computer equipment

The principles, methods and practices of utility billing and accounts receivable; and

The principles and practices of employee supervision and training.

Customer problem/complaint resolution principles, practices and procedures.

Skill to:

Identifies opportunities for improving service delivery methods and procedures; reviews with appropriate management staff, implements improvements.

Maintain a professional, tactful, patient and pleasant demeanor and communications when dealing with difficult and irate utility customer.

Manage one's own time and the time of others.

Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions or approaches to problems.

Ability to:

Establish and maintain effective working relationships with employees, officials and the public.

Communicate effectively both orally and in writing.

Establish sound priorities on work assignments to assure an orderly and timely workflow for financial systems throughout the City.

Maintains a favorable working climate so that employees are trained and motivated to work up to their full potential.

Maintains highest degree of discretion and integrity when handling confidential data.

Review, evaluate and develop systems and procedures related to the processing of utility bills.

Investigate complaints and recommend corrective action as necessary to resolve problems.

Physical Demands

Position requires the ability to perform sedentary physical work: Lift and carry up to 10 pounds regularly and on occasion up to 50 pounds. The ability to perform body movements applicable to records management and an office environment. Possession of hand/eye coordination adequate to operate a computer and calculator, and operate a vehicle. Ability to talk and hear in person, by telephone and two-way radio. Ability to see and read instructions, spreadsheets, reference materials, and computer reports. Work is performed in an environment where hazards are controllable.

Work Environment

Ability to work in a standard office environment.

Experience and Training Guidelines:

Any combination equivalent to experience and training that would provide the required knowledge, skills, and abilities would be qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Experience & Training:

Any combination of education and experience equivalent to:

Bachelor’s Degree in Accounting, Business or Public Administration; emphasis on governmental budget, finance and/or accounting with three years of progressively responsible experience. One year of administrative supervisory experience is desirable.

License or Certificate:

Possession of a valid driver’s license.

After reading this job description, as of this date would you require any accommodation to perform these duties?

YES or NO (circle one)

Employee’s Signature: _____

Date: _____

Revision Date: November, 2008

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