

CITY OF DALY CITY
JOB SPECIFICATION
EXEMPT POSITION

UTILITY BILLING SUPERVISOR

DEFINITION

Under general supervision of the Director of Finance and/or the Assistant Director of Finance, to supervise the Utility Billing Division operations and personnel of the Department of Finance; to maintain a system of records therefor in conformance with generally accepted accounting principles and approved office methods; to develop periodic and annual financial and operating reports for use by the City, State, and others; and to do related work as required.

EXAMPLES OF DUTIES

Supervise all utility billing functions including, but not restricted to, meter readings, bill preparation, account collections and accounting of payment received, servicing customer inquiries, and handling of new accounts.

Select, train, supervise and evaluate assigned staff including subordinate supervisors.

Develop and implement the goals, objectives, policies, procedures and priorities of the division.

Interpret policies and procedures; and recommend changes as necessary.

Prepare staff report, studies and analyses; and make presentations before the North San Mateo County Sanitation District Board, City Council, the public and other agencies.

Prepare utility billing financial and operating reports.

Perform cash audit and determine adequacy of internal accounting controls on cash handling procedures.

Prepare and administer the Division's budget.

Manage and participate in administration of contracts relating to division operations.

JOB SPECIFICATION
UTILITY BILLING SUPERVISOR (PAGE 2)

Participate in and represent the Finance Department as a member of various committees.

Respond to non-routine customer service inquiries and complaints.

Work with IT staff and contractors to acquire, develop and modify computer applications related to the division's activities.

MINIMUM QUALIFICATIONS

Knowledge of: Principles and practices of administration, effective supervision and personnel management; practices and procedures related to the accountings for cash receipts and the maintenance of customer accounts.

Principles and practices of accounting principles for governmental enterprises and utilities, auditing, billing, collections, receivables, and internal control for cash receipts; principles and capabilities of computerized accounting and utilities systems.

Ability to: Supervise and coordinate the work of subordinate personnel and provide on-the-job training; prepare complete and accurate reports; analyze a variety of data processing output and statistical reports; learn and apply pertinent legal requirements and departmental policies; operate office machines; interact positively and cooperate with co-workers, respond politely to customers, work as a team member, function under demanding time pressure, respond in a positive manner to supervision, and attend work and perform duties on a regular and consistent basis.

Experience: Five years of increasingly responsible administrative experience in working with and/or maintaining accounting systems (desirably with some involvement with utility operations), three years of supervisory responsibility.

Education: Graduation from an college or equivalent with a degree in Business Administration, Accounting, or a related field. Experience may be substituted for the college requirement on a basis of two years experience for each year of college required.

R: 09/2015