

Title: Finance Customer Billing Manager
PG: 65
Status: Civil Service
Position Reports to: Finance Director
Department: Finance

Class Code: 2231
Date: 09/08

GENERAL DESCRIPTION OF CLASS:

The Manager of Finance Customer Billing is responsible for overseeing and directing all functions relating to the activities of the Wastewater/Water/Stormwater/Solid Waste Utilities Billing section including management of liens/assessments/miscellaneous invoice billings/ water impact fee assessments and overseeing the Credit and Collection Manager. Work requires extensive knowledge of the city's automated customer billing system and desktop productivity applications. Incumbent is required to generate custom reports, reconcile accuracy of the relational database, and assists in system upgrades. Work includes calculation of initial impact charges on estimated water/wastewater generation or fixture unit count of new commercial and industrial customers. Work also includes continuous monitoring of the Wastewater Industrial Pre-treatment Program used to audit monthly flows of commercial and industrial customers for the purpose of assigning additional impact charges and monitoring of line extensions. Incumbent has wide latitude for independent judgement in exercising control and decisions within the framework of established billing policies and ordinances. General direction is provided by the Finance Director and performance is reviewed through evaluation.

ESSENTIAL FUNCTIONS:

1. Develops, recommends and implements policies and procedures regarding residential, commercial and industrial customer accounting and monthly billings for Water, Wastewater, Stormwater and Solid Waste utilities services.
2. Coordinates utility and impact fee billing activities with that of other divisions within the department and/or other City departments as required.
3. Coordinates with the Building Inspection Division in the review of construction plans for the purpose of determining impact charges, structure use and classification of billing for monthly service charges.
4. Provides data for use by the Finance Director in planning, coordination and controlling fiscal requirements of Solid Waste, Wastewater, Stormwater and Water Utilities' operating budgets.
5. Oversees processing of liens and assessments and verification of releases.
6. Establishes procedures for liens, assessments, miscellaneous invoicing and water impact fees.
7. Oversees development of new policies and procedures for internal and external credit and collection activities.
8. Develops custom reports and database queries to aid in monitoring statistics regarding historical data in the customer billing system
9. Coordinates upgrades and modification of the customer billing system with system vendors, consultants, programmers, and other users in the city.
10. Trains and supervises group of support personnel, and properly manages office workload to ensure timely preparation and distribution of utility bills.
11. Establishes procedures necessary to enable subordinates to complete monthly customer billing cycles as accurately and effectively as possible, integrating the capabilities of the automated system into their daily tasks.
12. Reviews, reconciles, and verifies data inputs to ensure accuracy of utility billings.
13. Ongoing implementation of automation as required in order to streamline processes.

ADDITIONAL RESPONSIBILITIES:

1. Performs related work as required.

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KNOWLEDGE, SKILLS & ABILITIES:

1. Thorough knowledge of relational database concepts, desktop productivity tools and SQL report writing techniques.
2. Thorough knowledge of the principles of supervision, office management and administration.
3. Ability to understand and apply complex calculations and formulas as set forth in City Ordinance and policy in the administration of the utility billing programs.
4. Extensive knowledge of accounting and billing procedures.
5. Thorough knowledge of credit and collections practices.
6. Thorough knowledge of legal requirements for lien recordings and assessments.
7. Ability to manage ongoing program for Wastewater and Water Utilities Impact Fees assignment and collection.
8. Ability to effectively communicate verbally with the public, other agencies and co-workers.
9. Ability to formulate, update and implement computer programs, to effectively utilize pertinent data.
10. Ability to prepare clear and definitive written records, reports and correspondence as necessary.
11. Ability to plan, review and effectively supervise staff in an efficient manner.
12. Ability to manage the technical aspects of a customer service and billing office.
13. Ability to implement automation as necessary in order to streamline processes

WORKING ENVIRONMENT/CONDITIONS:

Requires sedentary work that involves walking or standing some of the time, exerting up to 10 pounds of force on a recurring basis, and routine keyboard operations.
The job risks exposure to bright/dim light, dusts and pollen.
The job requires normal visual acuity, and field of vision, hearing, speaking, color perception, depth perception, and texture perception.

QUALIFICATIONS (EDUCATION, TRAINING, AND EXPERIENCE):

1. Graduation from an accredited college or university with a four (4) year college degree in Management Information Systems or Accounting/Finance and five (5) years of prior work experience that is directly related to the essential functions of this position.
2. Five (5) years of experience in a supervisory capacity.
3. An equivalent combination of education and experience that is determined to be directly related and equivalent to the foregoing specific requirements may be substituted.
4. Completion of City University Level three (3) or completion within twelve (12) months.

SPECIAL REQUIREMENTS:

1. Must possess a valid state of Florida driver's license.
2. Must maintain a valid home telephone number.
3. May be required to work overtime, or alternate hours, as necessary for the efficient operation of the department. Position may be designated as Mission Critical by Department Director.