

**MAJOR FUNCTION**

This is supervisory and administrative work in directing the activities in the Collections Section, Call Center, Cash Receipts Section, Utility Accounts Section or Utility Billing Unit. The incumbent is responsible for activities of employees engaged in the collection of delinquent accounts; the receiving, recording, and depositing of all moneys for the City; responding to customer inquiries/complaints, establishing or terminating utility services for all City utilities customers; or multi-service utility billing. Work is performed under the general supervision of an administrative superior; however, the incumbent is expected to exercise considerable independent judgment and discretion in performing work tasks. Work is reviewed through analysis of reports, observations, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans, directs, and coordinates work schedules of employees, including reviewing and/or inspecting the work of subordinates; trains and instructs employees. Establishes, implements, and maintains documents in review of departmental procedures; and makes recommendations or decisions that determine, apply to, or affect plans, policies, methods, operations, or regulations. Supervises and coordinates all activities of respective area of responsibility that may include, but are not limited to, establishing or terminating utility services, cash receipting, billing, collections, parking tickets, and vehicle impoundments. Manages the receipt and handling of customer inquiries and complaints regarding utility accounts, as is applicable. Interacts and coordinates with other work units as necessary to accomplish unit responsibilities. Assures the proper operation of data tracking and management systems used by work unit. Prepares and provides reports to management as are appropriate. Maintains employee records, and evaluates employees. Recommends the approval or denial of merit increases. Recommends the selection, transfer, promotion, discipline, grievance resolution or discharge of employees. Performs related work as required.

**Other Important Duties**

Coordinates the attendance of assigned staff at training and developmental events. Posts or circulates general informational items to keep staff apprised of city-related events and opportunities. May serve as team leader for special projects or ad hoc committees. Performs related work as required.

**DESIRABLE QUALIFICATIONS****Knowledge, Abilities and Skills**

Thorough knowledge of modern office procedures, practices, and equipment related to area of responsibility. Thorough knowledge of pertinent laws, ordinances, rules, and departmental policies and procedures as is related to area of responsibility. Considerable knowledge in the application of accounting and financial principles. Considerable knowledge of the principles of automated on-line data processing as related to utility application, billing, collecting, controlling, depositing, and safeguarding procedures involving cash receipts control. Ability to plan, organize, and supervise the work of subordinate personnel. Ability to establish and maintain effective working relationships with subordinates, associates, superiors, and the general public. Ability to communicate effectively and concisely, orally and in writing. Ability to exercise independent judgment and solve complex problems in making decisions in accordance with ordinances, rules, regulations, policies, and procedures. Ability to prepare comprehensive reports. Skill in the use of microcomputers and their associated applications and programs necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in accounting, business administration, public administration, public relations, or a related field and three years of administrative or higher level experience that includes utility billing, cash receipts and controls, accounting, or credit and collections; or an equivalent combination of training and experience. One year of supervisory experience is also required and may be part of any of the aforementioned experience or may be in any work area.

Established: 02-01-84  
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03-19-99  
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08-02-06  
08-10-09\*