

## JOB DESCRIPTION

City of Patterson



Human Resources

## REVENUE AND UTILITY BILLING MANAGER

### JOB SUMMARY

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

Under minimal direction of the Finance Director, the Revenue and Utility Billing Manager plans, manages and oversees the activities of the Utility Billing Division and the Revenue function; exercises considerable independent judgment in supervising, coordinating and monitoring the work of staff assigned to the Division; oversees all aspects of billing, payment collection, cash balancing and customer relations; develops and maintains utility billing procedures and work load assignments; ensures work quality and accuracy and oversees the maintenance of appropriate accounting records; coordinates activities with other City departments and the public; and performs other related duties as required.

### SUPERVISION RECEIVED AND EXERCISED

Receives minimal direction from the Finance Director.

This position exercises direct supervision over the Division's technical and clerical accounting staff.

### ESSENTIAL DUTIES

***Typical essential duties may include, but are not limited to, the following:***

Plans, organizes and directs the activities of the Utility Billing and Revenue Division; oversees and participates in all aspects of utility services, enforcement and collection, cashiering, customer service, receivables, cash balancing and customer relations, licensing and revenue administration.

Establishes schedules; supervises and participates in the establishment of division goals, objectives, policies and procedures; reviews and evaluates work methods and procedures for improving division performance and meeting goals and ensures that goals are achieved.

Analyzes revenue collections and trends and prepares revenue forecasts for City budget document.

Analyzes problems, identifies alternative solutions, project consequences of proposed actions and implement recommendation in support of goals.

Prepares and recommends additions and changes to Patterson's Municipal Code.

Supervises and participates in the processing of applications for water, sewer, and garbage services; oversees all aspects of the billing process and account maintenance; plans, coordinates and reviews the work plan for

assigned projects and responsibilities; ensures the preparation of service orders.

Prepares and maintains journal vouchers, ledgers, and supporting financial records.

Researches and recommends improvements in billing technologies and customer service response; provides technical assistance and keeps current on new technologies in the area of utility billing and customer services; represents the utility billing division in a variety of City meetings.

Maintains detailed financial records of all revenue billed and collected for water, sewer, and garbage accounts; prepares statistical and/or analytical reports on operations as necessary; oversees and performs special account research and analysis for the department, City staff and the public; prepares and updates informational materials for the public related to utility billing programs.

Performs the more difficult and complex billing duties of the work division including resolution of customer complaints, interpreting administrative policies, and resolving payment and service issues; coordinates the division's activities with other City departments and the public; establishes and maintains a customer service orientation within the division.

Coordinates the selection and training of division personnel; assumes responsibility for motivating and evaluating assigned personnel; identifies and resolves staff deficiencies; provides necessary training; initiates discipline procedures as appropriate; recruits, hires and manages division staff; assigns work to division staff and office personnel; monitors work activities to ensure safe work practices, work quality and accuracy; ensures compliance to applicable rules, policies and procedures.

Oversees and participates in the development of the utility billing budget; participates in the forecast of necessary funds for staffing, materials, services, and supplies; monitors the approved budget; discusses and resolves budget issues with appropriate staff.

Prepares and provides complex reports, correspondence, staff reports, ordinances and resolutions to the City Administrator, City Council, committees, City departments, outside agencies and the public; makes oral presentations and participates in organizational and community group meetings; responds to questions and inquiries and investigates complaints.

Establishes positive working relationships with representatives of community organizations, State/local agencies and associations, City management and staff, and the public.

Performs related duties as required and/or assigned.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

**Knowledge of:** Principles and practices of accounting related to revenue collection and utility billing; applicable federal, state and local laws, codes and regulations including those related to billing and collection; generally accepted accounting and auditing principles and practices; methods and techniques of supervision, training and motivation; data entry, data base access and standard report generation; and public relations techniques and procedures; modern office practices, procedures and equipment including a computer and applicable financial, statistical and billing software.

**Ability to:** Plan, assign, supervise and participate in the work of staff involved in utility billing and collections activities; analyze and interpret accounting records; prepare and present reports related to billing operations and financial condition; analyze complex issues, evaluate alternatives and reach sound conclusions; make adjustments to operating procedures as necessary to improve organizational effectiveness; interpret, apply and explain a variety of rules, policies and procedures; supervise, train and motivate assigned staff; communicate clearly and concisely, both orally and in writing; establish and maintain effective working relationships.

## NECESSARY SPECIAL REQUIREMENTS

Must be 18 years of age or older.

Must successfully pass a pre-employment medical examination, including a drug screen, fingerprint, background check and reference check.

Must be able to provide proof of U.S. citizenship or legal right to work in the United States.

## EXPERIENCE and CERTIFICATIONS

Any combination of education, training, and experience that would likely provide the required knowledge, skills, and abilities; normally this would include:

**Education:** A Bachelor's Degree from an accredited college or university with major course work in accounting, finance, business, or a related field. A Master's Degree is desirable.

**Experience:** Five (5) years of increasingly responsible billing and collections experience in municipal utilities or other customer service environment, including two (2) years in a supervisory role. Additional comparable experience may substitute for the education requirement on a year for year basis.

**License or Certificate:** Possession of a valid Class C California Driver's License.

## MENTAL AND PHYSICAL REQUIREMENTS

**Physical Requirements:** Position requires sitting, standing, walking, reaching, twisting, turning, kneeling, bending, grasping, and making repetitive hand movement in the performance of daily activities. Acute hearing is required when providing phone and personal services.

**Environmental Conditions:** The work environment characteristics described here are representative of those employee encounters while performing the essential functions of this job: While performing the duties of this job, the employee regularly works in an office environment.

**FLSA Status:** Exempt-Management

**Updated:** August 2022