


City of St. Charles Position Description 	Position Title	Utility Billing Division Manager		
	Department	Finance	Division	Utility Billing
			Section	
	Full/Part Time	Full Time	Union	Non-Union
	Reports to	Assistant Finance Director	Positions Supervised	<ul style="list-style-type: none"> • Sr. Accounts Representative • Accounts Representative • Administrative Asst(s) • Summer Employee(s)
FSLA Status	Exempt	Salary Grade	L	

Position Description Overview

This position, under the general supervision of the Assistant Finance Director, is responsible for planning, coordinating, and supervising all aspects of the utility billing division. The Utility Billing Division Manager is also responsible for utility collection functions, overseeing the creation and maintenance of records, and conducting and overseeing considerable correspondence with customers. This position involves significant public contact both in person and on the phone in which information is exchanged or payment is negotiated.

- Essential Job Functions**
- Standard*
1. Take personal responsibility to provide exceptional customer service in order to promote and maintain a positive City image, constructive working environment, and foster pride and professionalism in the workplace and community.
 2. Adhere to all departmental and City safety policies.
 3. Consistent attendance and punctuality is required.
- Position-Specific*
1. Plan, coordinate, and supervise the work of the Utility Billing Division.
 2. Direct the billing and collecting for utility service, calculation and processing of account adjustments, processing of utility payments, the requirement of and processing of applications and deposits, and generation and processing of job orders and work orders. Direct the establishment of new service or changes to existing accounts, processing of meter department installation of and changes to meters, creation of and maintaining records, and communication with customers to originate and terminate utility service, respond to inquiries, and resolve complaints.
 3. Observe municipal ordinances in regards to utility billing and collection, application for service, and deposits. Provide explanations to customer inquiries concerning policies and ordinances.
 4. Oversee the creation and maintenance of all utility customer and billing records by:

- Ensuring the accuracy of billing codes when new utility service is installed;
 - Reviewing and updating meter remarks on customer accounts; and
 - Directing annual recalculations of the sewer billing basis for residential accounts.
5. Determine and coordinate the disconnection of electric service in regards to the collection of utility accounts, applications, and deposits and in accordance with municipal ordinances and state statutes.
 6. Prepare and administer Utility Billing Division budget.
 7. Assist the Director of Finance in setting short and long term goals and objectives and in budget preparation.
 8. Issue disconnect notices in accordance with municipal ordinances and Utility Billing division policies and procedures.
 9. Collect delinquent accounts, oversee and negotiate customer payment agreements for delinquent accounts, refer accounts to a collection agency or the city attorney for collection when appropriate and write off account balances when appropriate.
 10. Oversee and conduct considerable correspondence with customers relating to utility accounts, utility bills, applications, deposits, letters of reference, and collection of delinquent accounts.
 11. Supervisory responsibilities include establishing performance standards; training and developing subordinate employees; assigning and directing work; monitoring productivity and conduct, providing feedback and assessing performance; and ensuring compliance with City and departmental policies, rules, regulations and ethical standards.
 12. Assist with personnel matters such as hiring, promotion, and discipline, and termination.

Additional Job Functions

Standard

1. Contribute to a positive group environment by:
 - Complying with all safety policies, practices, and procedures, and reporting all unsafe activities to supervisor and/or Human Resources.
 - Participating in proactive team efforts to achieve departmental and City-wide goals;
 - Assisting other co-workers on special projects as required; and
 - Providing leadership to others through example and by sharing knowledge and skills.
2. Perform other duties as required or assigned.

Position-Specific

1. Oversee a wide variety of services provided to residents, such as providing information, processing applications (e.g. Ride in Kane, RTA reduced fare cards, handicapped parking, etc.) and selling items (e.g. refuse bags, recycling bins, and City flags). Conduct voter registration, and accept payments (e.g. utility accounts, deposits, fees, and parking tickets).
2. Administer the handicapped parking program and ensure proper compliance with state legislation

- in approving applications and granting appropriate parking permits.
3. Handle customer bankruptcies, file Proofs of Claim with the court, and ensure proper compliance with the U.S. Bankruptcy Code.
 4. Handle account for unclaimed refunds, ensure proper compliance with state legislation, and annually report unclaimed property to the state.
 5. Review, write, and revise Utility Billing Division procedures to keep the written procedures up to date.
 6. Evaluate the applicability of new technologies to the Utility Billing Division functions.
 7. Review and recommend changes to municipal ordinances and codes where appropriate.

Basic Requirements	
For successful performance in this position, the incumbent will need to demonstrate the following:	
Knowledge	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Proficient knowledge in personal computer skills, electronic mail, record keeping, database activity, and word processing.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Considerable knowledge of basic billing and collection practices.
Skills	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Effective interpersonal communication skills for interaction with elected and appointed officials, employees, agencies, other governmental units, and the public. 2. Excellent file maintenance and organizational skills.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Effective written and verbal communication skills. 2. Extensive mathematical skills to make difficult mathematical computations rapidly and accurately. 3. Intermediate skills with the standard features of various personal computer word processing and spreadsheet software (MS Word, Excel, Lotus Notes, internet and other proprietary software).
Abilities	<p><i>Standard</i></p> <ol style="list-style-type: none"> 1. Demonstrated ability to handle confidential material and information in an ethical, professional manner. 2. Demonstrated ability to handle multiple tasks simultaneously and in a timely manner. 3. Demonstrated ability to perform basic mathematical calculations, including the ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals, and to compute percentages. 4. Ability to function under general supervision and operate within policy

	<p>guidelines using independent judgment in achieving assigned objectives.</p> <ol style="list-style-type: none"> 5. Ability to develop work methods and procedures with initiative and good judgment and to use resourcefulness and tact in meeting new challenges. 6. Ability and willingness to receive, handle, and complete confidential submissions, records, reports, and data with utmost honesty, integrity, and confidentiality. 7. Ability to speak and communicate clearly in an office environment. 8. Ability to speak effectively before groups of customers or employees. 9. Ability to compose routine correspondence and routine reports in a clear, concise, logical, and effective manner, utilizing proper grammar, spelling, punctuation, sentence structure, and tone. 10. Ability to collect, logically organize, and analyze information, and make appropriate decisions or recommendations within scope of position responsibilities. 11. Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. 12. Ability to accurately proofread and edit documents for correct grammar, spelling, sentence structure, punctuation, tone, and content. 13. Possession of a valid driver's license.
	<p><i>Position-Specific</i></p> <ol style="list-style-type: none"> 1. Ability to establish and maintain effective working relationships with elected and appointed officials, employees, agencies, and other governmental units, and the public using strong interpersonal communication skills. 2. Ability to exercise professional independent judgment in planning own work, formulating recommendations, and making decisions. 3. Ability to respond courteously and professionally to customer situations, including customer complaints or negative behavior, and to successfully resolve such situations. 4. Ability to be bondable.
<p>Education & Experience</p>	<ol style="list-style-type: none"> 1. Bachelor's degree in Business or a related field required. 2. Five (5) years of collection experience. 3. Three (3) years of supervisory experience. 4. Any equivalent combination of experience and education that provides the required knowledge, skills, and abilities.
<p>Physical/ Environmental Demands</p>	<p><i>Standard</i></p> <p>Light physical activity performing non-strenuous daily activities of a productive/technical nature at moderate noise levels in a well-lighted, heated and/or air-conditioned indoor office setting with adequate ventilation, including:</p>

	<ol style="list-style-type: none">1. Physical ability to sit, stand, walk, climb, balance, stoop, kneel or crouch.2. Physical ability to reach items with arms and hands and manual dexterity and fine motor skills sufficient to perform all essential and additional job functions and basic requirements listed above.3. Physical ability to hear ordinary conversation, such as questions from residents, as well as other sounds, such as the telephone ringing, etc.4. Ability to see close, at a distance, and with peripheral vision as well as to adjust vision focus.
	<p><i>Position-Specific</i></p> <p>N/A</p>

Revised 10/7/11

Position Description Acknowledgement

Position Title

Utility Billing Division Manager

Revised/Updated

7/12/13

I understand that nothing in this position description restricts this organization's right to assign or reassign duties and responsibilities to this job at any time. I also understand that this position description reflects the assignment of essential job functions; it does not prescribe nor restrict the tasks that may be assigned. I further understand that this position description may be subject to change at any time due to reasonable accommodation or other reasons.

I have reviewed this document and discussed its contents with my supervisor and I fully understand the nature and purpose of this position description and its related duties.

Employee

Date

Supervisor

Date

Human Resources

Date