

Date posted: July 12, 2013

**Employment Opportunity
Internal/External Posting**

**Utility Billing Division Manager
Full Time**

Job Description

This position is responsible for planning, coordinating, and supervising all aspects of the utility billing division. This includes utility collection functions, overseeing the creation and maintenance of records, conducting and overseeing considerable correspondence with customers, and variety of other services provided to residents. This position involves significant public contact both in person and on the phone in which information is exchanged, payment is negotiated and complaints are resolved. This position manages the establishment of new service, changes to existing accounts, termination of utility service, and ensures that the division observes municipal ordinances in regards to utility billing and collection, application for service, and deposits. Provide explanations to customer inquiries concerning policies and ordinances. Prepares and administer Utility Billing Division budget. 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.

Requirements

This position requires a bachelor's degree in business or a related field, five (5) years of billing and collection experience, and three (3) years of supervisory experience. Applicants must have considerable knowledge of billing and collection practices. Applicants must have excellent written and interpersonal communication skills to interact with elected and appointed officials, employees, outside agencies, other governmental units, and the public. The ability to exercise professional independent judgment, maintain confidentiality, and respond courteously and professionally to customers and successfully resolve issues is critical. File maintenance, organizational, mathematical, and computer skills (MS Word, Excel, Lotus Notes, internet and other software packages) are also required.

Salary

Starting pay will be commensurate with experience. Excellent benefit package provided.

Application Instructions

Please apply on line at www.stcharlesil.gov by **Sunday, August 4, 2013**. Thoroughly complete the employment application including salary history. Resumes should be attached in the on-line application. Any additional documents can be sent to hr@stcharlesil.gov. If you are unable to apply online, or for other assistance, please contact 630-377-4415.

The City of St. Charles is an Equal Opportunity Employer.