



Finance Department

Billing/Revenue Collections Supervisor

Beginning Salary: \$34,318 DOQ + Excellent Benefits

Responsibilities:

- Manages and maintains monthly billing for utilities and other various receivables
- Computes information from handheld meter reading devices for consumption usage
- Generates reports, and analyzes data for potential problems with utility accounts
- Sets up new utility service accounts, terminates inactive accounts, determines when adjustments need to be made to utility accounts
- Reconciles and files monthly billing and deposit registers
- Reconciles and files monthly and annually property tax reports
- Balances cash drawers and reports daily
- Assists the Customer Service Representatives in collections of utility bills and other fees
- Processes lockbox, online and debit and credit card payments
- Assists customers and general public with inquiries
- Audits utility accounts, rate codes and cost
- Responsible for supervising and scheduling 1 full-time and 1 part-time employee
- Performs other job duties as related

Requirements:

- Considerable knowledge and understanding of various utility rates and schedules
- Working knowledge of paraprofessional accounting principles, practices, and procedures including cash receipting and balancing and preparation of accounting reports
- Considerable knowledge of computer applications of Microsoft Word and Excel
- Ability to work with customers with tact and courtesy and maintain professionalism in sensitive and difficult situations
- Ability to process and complete necessary records, and reports to provide accurate and efficient information
- Working knowledge of modern and effective supervisory principles and practices to include coaching, motivation, communication and evaluation of performance and the ability to use effectively in supervising
- Ability to work professionally and courteously with department directors, employees, and general public
- Ability to explain rules and regulations concerning applications and charges for utilities services, and other policies and procedures

- Must have professional telephone etiquette
- Ability to follow oral and written instructions and procedures

Special Requirements

- Valid North Carolina Driver's License
- Ability to be bonded
- Some night meetings may be required

Physical Requirements

- Must be able to physically perform the basic life operational functions
- Must be able to perform sedentary work exerting up to 10 pounds of force occasionally
- Must possess the visual acuity to analyze data, hearing to perceive information at normal spoken levels
- Other physical requirements as defined in the job description

Desirable Education and Experience

- Associate's degree in accounting or business and a minimum of 3 years of utility billing and customer service experience; or an equivalent combination of education and experience.

Preferred Education

- Four year degree in accounting/finance
- Accounts receivable experience

Applications may be obtained on our website at www.cityofclintonnc.us and submitted to cityapps@cityofclintonnc.us Deadline to apply is Friday, August 4, 2017 at 5:00 pm.

THE CITY OF CLINTON IN AN EQUAL OPPORTUNITY EMPLOYER AND PROVIDER