



Utility Billing Supervisor

Salary: \$54,378-\$60,038

Type: Full Time

Benefits: Full Range of Benefits

Date Posted: 7/2/2024

About Finance

The Finance Department establishes and implements the financial policies and procedures of the City, invests city funds, and handles deposits and payments of city monies. The Finance Department accepts payments for the following: water/sewer/trash disposal fees, parking tickets, building permits, personal property taxes, trash can purchases, code books, City licenses and real estate taxes.

Profile

Oversee all aspects of utility billing. Trains and oversees utility billing staff and coordinates and directs work. Provide high-level administrative and clerical support to facilitate the day-to-day operations of the department's accounting function. Keeps informed on current department practices by attending workshops and educational programs or reading specialized literature. Tracks and submits unpaid accounts for tax sales and maintains various department files.

Preferred Education

High School Diploma or GED.

Preferred Experience

Strong communication skills and supervisory experience with clerical work or customer service. Effectively and efficiently organize and track information. Must have the ability to prioritize and multitask with attention to detail. Candidate should be self-motivated and have a good command of the Microsoft Office Suite (accounting software or Munis experience is a plus).

Requirements/Certifications

Five years of accounting or related field, or equivalent training, education and/or experience

How to Apply

1 Visit salisbury.md/apply

2 Submit City application, cover letter, and resume

Studies have shown that women and people of color are less likely to apply for jobs unless they believe they can perform every job description task. We are most interested in finding the best candidate for the job, and that candidate may come from a less traditional background. The City may consider an equivalent combination of knowledge, skills, education, and experience to meet minimum qualifications. If you are interested in applying, we encourage you to think broadly about your background and skill set for the role. Jobs will be posted for a minimum of 2 weeks.

City of Salisbury, MD

Classification Description

Classification Title: Utility Billing Supervisor

Grade: M2

Department: Finance

FLSA Status: NE

Date: 7-2-2024

Position Profile: Supervise and perform a broad range of clerical, accounting, and administrative functions.

Duties and Responsibilities

Utility Billing Supervisor:

Administration/Department Administration: Provide clerical support for the finance department and other duties as assigned:

- Oversee all aspects of utility billing including regular bills, delinquent notices, and utility cutoffs
- Process billing and delinquent accounts; enter readings; assess miscellaneous charges; edit, print, post and mail bills; oversee cutoffs
- Perform various administrative functions for the department such as answering the telephone, greeting customers, and addressing their needs
- Track and submit unpaid accounts for tax sales
- Effectively and efficiently create, organize, track, and maintain various department files and records
- Receive and process customer payments and respond to account inquiries
- Keep supervisor informed of unusual or detrimental conditions including equipment malfunctions and process problems
- Assist with pulling information for the annual financial audit, and
- Perform other duties as assigned

Skills Proficiency/Strategic Planning:

- Working knowledge of City policies and procedures;
- Knowledge of department practices and procedures
- Maintain the highest levels of confidentiality;
- Working knowledge of basic accounting practices and procedures;
- Candidate should have a good command of the Microsoft Office Suite and accounting software (Munis experience is a plus);
- Possess excellent communication skills and conflict resolution abilities;
- Must have the ability to prioritize work and multi-task with attention to detail;
- Ability to operate Copier, Printer, and Credit Card Machine.

Stewardship/Financial:

- Knowledge of deed stamps and property transfers;
- Process payments accuracy and timely;
- Generate invoices for various billings;
- Knowledge of collection process;
- Scan documents;
- Adjust and Issue Receipts to Customers;
- Respond to Inquiries.

Leadership/Team Leader:

- Train and coordinate work for Utility Billing Clerks I, II and III;
- Act as a representative of the City of Salisbury to the public;
- Provide high-level administrative and clerical support to facilitate day-to-day operations of the department's accounting function;
- Keep informed on current department practices by attending workshops and educational programs or reading specialized literature.

Development/Leadership Development: Utility Billing Supervisors are encouraged to stay up-to-date with department best practices.

Performance Expectations

- **Communication:** Articulates thoughts and ideas clearly and effectively to exchange information. Listens to others.
- **Work Ethic:** Demonstrates personal accountability, effective work habits, integrity and ethical behavior.
- **Teamwork:** Works well as a part of a team through respectful and collaborative relationships with colleagues, customers, affiliates and stakeholder groups.
- **Problem Solving:** Assists with improving the process and provides feedback to improve revenue, billing and collections efficiencies.
- **Initiative:** If opportunities are available, propose any new ideas related to revenue, billing, and collections, and discussing various options with direct supervisor to improve efficiency of tasks.

Education and Experience

- High School Diploma or G.E.D
- Five years of accounting or related field
- Or equivalent training, education, and/or experience.

Physical Requirements

- Work requires no unusual demand of physical effort;
- Work environment involves everyday risks or discomforts which require normal safety precautions typical of such places as offices or meeting and training rooms, e.g., use of safe work place practices with office equipment, avoidance of trips and falls, and observance of fire and building safety regulations.

The above job description is not intended as, nor should it be construed as, exhaustive of all responsibilities, skills, efforts, or working conditions associated with this job.

Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions of this job.