SANDY CITY
APPROVED CLASS SPECIFICATIONS

I. Position Title: Utility Billing Account Supervisor

Revision Date: 2/2003
EEO Code: Admin. Support
Status: Non-exempt

II. Summary Statement of Overall Purpose/Goal of Position:

Under close supervision of the Deputy Director, Controller, or Utility Billing Team Leader, handles all billing, collections, account maintenance, and customer inquiries related to assigned utility routes all with great attention to detail as well as fill the position of Fire Accounting Clerk on a rotating basis.

III. Essential Duties:

CUSTOMER SERVICE

- Greets public at counter and on the phone and assist with their requests or questions.
- Effectively resolve problems for customers within the guidelines of City policies and statutes.
- Operate the City Hall CBX and TDD as a back up for the receptionist.
- Practices good oral and written communication skills as a tool for resolving conflicts with customers.

UTILITY BILLING

- Prepares utility bills for mail-out to customers, including: gathering billing data, entering data on computer, verifying that the utility bills are correct, and printing out billing notices.
- Facilitates collection of bill submitted to customers, including: sending out collection notices, arranging utility turnoffs, making payment arrangements with customers, working with Legal for further collections.
- Bills and collects miscellaneous accounts receivable.
- Researches, computes, and implements billing adjustments due to bad meter reads, incorrect utility rates, incorrect utility bills, etc.
- Inputs information on computer to finalize account and start new customer including coordination with Title Companies.

AMBULANCE BILLING

- May be asked to fill the Fire Accounting Clerk position for the Fire Department on a rotating basis. (See "Fire Accounting Clerk" job description.)

IV. Marginal Duties:

- Performs other duties as assigned.

V. Qualifications:

Education: Six months accounting, business, or related training.

Experience: One year of related work experience; may substitute any equivalent combination of education and experience.

Knowledge of: Accounting principles and procedures; City ordinances that regulate business; correct English usage, spelling, arithmetic, and vocabulary; computer software including word processing and spreadsheets.

Responsibility for: Moderate responsibility for making decisions that affect the activities of citizens and business owners; dealing calmly and responsibly with irate and upset citizens and business owners.

Communication Skills: Ability to professionally furnish and obtain information from other departments; outside contact with public, furnishing information that can affect individuals and businesses.

Tool, Machine, Equipment Operation: Requires regular use of a computer, printer, copier, and telephone system; occasional use of a typewriter and 10-key adding machine.

Analytical Ability: Communicate effectively verbally and in writing; prioritize tasks; work well under pressure and impending deadlines; establish effective working relationships with employees and the public; relate well with a variety of persons under varying circumstances; capable of reporting to multiple supervisors on multiple assignments.

VI. Working Conditions:

Moderate mental effort is required daily; moderate mental pressure and fatigue exist during a normal workday due to exposure to deadlines and dealing with the public; moderate physical exertion is present because of stooping and kneeling required.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.