

UTILITIES ACCOUNT SUPERVISOR

JOB CLASSIFICATION

GENERAL FUNCTION

Direct and supervise the activities of the utility billing staff to assure for the correct billing, maintenance and revenue collection of all utility customer accounts within the service area, while ensuring that all work is performed within the department guidelines and policies.

REPRESENTATIVE ESSENTIAL DUTIES AND RESPONSIBILITIES (Note – This list is intended only to illustrate the various types of work that may be performed. The omission of specific statements does not exclude them from the position.)

Supervise daily activities for staff of three Accounting Assistant II's, one Accounting Assistant III and one Accounting Assistant Senior to ensure adequate staff coverage of division; to include interviews, selection, evaluation, schedule, assign and coordinate task distribution and disciplinary action.

Assess training needs and implement program or changes as needed. Provide assistance as needed for various concerns of staff. Coordinate coverage for field service personnel. Assist standby personnel after hours as needed.

Monitor billing of utility accounts by coordinating changes and troubleshooting software problems with Information Services. Ensure proper rates and changes are in place and monitor Database integrity.

Monitor service of Mailing Service vendor (Puget Sound Energy). Coordinate insert schedule and billing messages with all sources.

Interpret and implement Regulation changes from Bremerton Municipal Code, WAC and RCW. Compile statistical information for collection of Bankruptcy and Lien accounts.

Analyze and develop different ways to meet the needs and improve various customer-billing processes that are cost effective and efficient. Coordinate selection and implementation of improvements.

Assist in preparation and monitoring of budget for assigned functions with Utility Billing. Assist Internal Auditor and State Auditor's staff in audit of utility customer records and related financial information. Meet State record retention schedules and maintain internal controls within department.

Represent City at various meetings dealing with assigned areas of responsibility. Assist various departments by providing information requested.

Respond to and/or answer customer requests, concerns and complaints. Determine validity of complaint and improve customer service policies as needed. Avoid hostile customer situations with department.

Research, develop and implement policy changes and procedure changes.

Other Duties

- **Regular attendance is an essential requirement**
- **Performs related work as assigned and/or required**

KNOWLEDGE, SKILLS AND ABILITIES (Entry Requirements)

Knowledge of:

- ◇ Accounting principles, office procedures, computer software and PC usage, cash handling, BMC, WAC & RCW, supervision techniques, city functions and its water system.

- ◇ Basic water operations and basic home repair information.

Ability to:

- ◇ Utilize written and oral communication skills to handle internal and external needs.
- ◇ Interpret and implement various City, County and State policies/regulations as they relate to department operation.
- ◇ Handle various employee and customer situations under stress and occasional hostile situations with consideration and compassion.
- ◇ Interpret utility maps and drawings of the water system.
- ◇ Operate various office equipment and troubleshoot for repair problems

QUALIFYING EDUCATION AND EXPERIENCE (Minimum Requirements)

Any combination of education and experience equivalent to a High school diploma or G.E.D. and a BS in Business Administration, Accounting or similar field, Or a two year degree in accounting, business or similar field with 5 years combined experience in supervision, information services, water/wastewater practices or similar fields.

Special Requirements

State water certification and/or classes in water/wastewater operations would be beneficial to assist and inform customers/employees.

PHYSICAL REQUIREMENTS

Requires frequent sitting, standing and occasional walking. The employee is occasionally required to lift objects weighing up to 10 lbs. and must infrequently lift more than 50 lbs. or carry objects with both hands and feet. This position frequently requires continuous hand and finger movement. There are frequent situations where the employee must be able to talk and to receive and understand written and oral communication and give written and oral instruction. The position requires the ability to calculate and interpret mathematics problems. Occasionally requires outside field investigation of problem accounts.

WORKING CONDITIONS

Normal air-conditioned and heated office situation.

LEGAL and REGULATORY EMPLOYMENT CONDITIONS

Fair Labor Standards Act: The classification is non-exempt under the laws of fair Labor Standards Act minimum wage and overtime provisions.

Representation: The classification is included in the bargaining unit pursuant to the Recognition Article of the current labor agreement between the City of Bremerton and the Teamsters Local 589.

Civil Service: The classification is included in the City's Civil Service System.

Appointment and Removal Authority: The position is filled by appointment by the Department Head. Removal is by action of the Department Head in conformance with Civil Service Rules.

This classification specification does not constitute an employment agreement between the City and employee. It is subject to change by the City, with approval by the Civil Service Commission, as the needs of the City and requirements change.

