

City of Marlin

Utility Billing Supervisor

SALARY

\$21.27 - \$22.99 Hourly

LOCATION

Marlin, Texas

JOB TYPE

Full-Time Regular Employee

JOB NUMBER

0000000

DEPARTMENT

Public Works Utility

OPENING DATE

08/06/2024

Summary

Under general supervision of the Director of Finance. Responsible for monies received for water payments through mail and night deposit box according to set procedures; answers customer service and calls, research customer accounts, computer input and ensures that monies received are recorded, properly credited and reported to the appropriate find accounts; makes daily banks deposits to the Water/ Sewer Fund. Manages and oversees all utility billing and receipting functions. Acts as City Cashier.

Duties

BUDGETARY RESPONSIBILITIES

Prepares the annual budget for the Utility Office. Provides documentation and information regarding water purchases and consumption to aid in preparation of Utility Fund budget.

ILLUSTRATIVE DUTIES

Manages all facets of utility billing. Directs, monitors, and evaluates the work of subordinates.

Manages City Cashier functions within the Utility Billing Department.

Reviews compiled utility billing prior to issuance.

Prepares reports to Finance Director and City Manager regarding utility billing and collections. Acts as resource for proposed utility rate changes.

Responds to questions from external auditors relating to utility rates, billings and receipts.

May be required to perform any function within utility billing process during rush periods or employee absence.

Submits and follows-up on work orders ensuring timely completion.

Performs calculations and processes necessary to generate accurate and timely utility bills.

Works with customers to explain and/or settle utility billing questions. Makes adjustments to customer bills when justified by leaks, incorrect meter reads, or other erroneous information, in accordance with City policy and procedure.

Sets up new utility customer accounts. Closes out or requests refunds for transferred/closed accounts.

Understands and is able to explain water and sewer charges and calculations in accordance with established ordinances and administrative directives.

Qualifications

PHYSICAL AND ENVIRONMENTAL CONDITIONS

Ability to sit and move from building to building. Ability to attend functions and meetings in buildings and at other sites. Employee sits at a desk or moves from a desk to a counter in order to perform most job functions. May be required to transport mail in the absence of the utility/mail clerk. May be required to lift up to 50 pounds when arranging/purging archived records.

REQUIRED CONTACTS

Ability to effectively communicate with employees, management and the public in order to provide information regarding city, policies and procedures relating to Utility Office operations.

Knowledge, Abilities and Skills

Ability to read, understand and interpret ordinances and administrative directives and technical literature. Ability to communicate effectively with citizens and employees. Knowledge of computer requirements to support utility billing and receipts. Skill in the use of a variety of machines including calculators, copy machines, and personal computers.

Minimum Education, Experience and Certification

High school diploma or equivalent required. College degree preferred. Three years of experience in municipal customer service, billing and collection required. One year of supervisory experience preferred. Good understanding of all facets of the utility billing function required.

Agency

City of Marlin

Address

101 Fortune Street.

Marlin, Texas, 76661

Phone

254-883-1450 option 3

Website

<https://marlintx.net/departments/water-utilities/>