



## **Title:** Utility Service Supervisor

**FLSA STATUS:** Exempt from overtime.

### **SUPERVISION RECEIVED AND EXERCISED:**

Receives direction from Revenue Manager, Deputy Finance Director or Finance Director.

Exercises direct supervision over para-professional staff.

### **MINIMUM QUALIFICATIONS**

- **Education:** Bachelor's degree in any field or equivalent
- **Experience:** Minimum of three years related experience. Requires a working knowledge of specialized practices, equipment and procedures.
- **Licenses/Certifications/Special Requirements:** None

### **PREFERRED/DESIRABLE QUALIFICATION(s):**

- Experience in a municipal or government setting.
- Previous supervisory experience is preferred.

### **JOB SUMMARY**

The purpose of this position is to supervise various utility functions for the City as assigned. Supervisory responsibilities may be for one or more of the following utility operations: billing operations, call center and cashiering operations or meter services. This is accomplished by supervising, directing, coordinating and reviewing the work of the utility staff directly and/or through the lead worker. The incumbent performance of the job duties requires the use of considerable independence, initiative and discretion within established guidelines. This position also analyzes plans and implements preferred business practices and procedures, participates in system maintenance and testing, and develops analytical data and reports. Other duties include writing policies and procedures, developing training programs, conducting internal audits and implementing internal controls.



## ESSENTIAL FUNCTIONS

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position.

#	Essential Functions for Billing Supervisor
1	Oversees billing functions within the Revenue Division; supervises billing staff by planning; scheduling and directing daily tasks and activities; establishing procedures and guidelines, reviewing work product, evaluating performance, training and coaching for performance improvement, addressing and resolving complaints and recommending personnel actions. Participate in recruitments, disciplinary actions and terminations. Initiate changes in work conditions and processes to increase operational effectiveness and efficiencies.
2	Establishes day-to-day billing procedures, develops and implements best practices. Researches and analyzes billing issues, works collaboratively with other departments and divisions to resolve billing issues and responds to customer inquiries and concerns.
3	Responsible for Utility Billing and other billing software, which includes coordination with Information Technology (IT) on upgrades, enhancements and problem solving; updates system with new fee schedules, identifies new legislative and/or regulatory developments that require system setup or changes. Reviews and validates system access. Audits system data to ensure integrity of billing transactions; maintains systems to minimize risk of errors.
4	Ensure effective internal controls over billing functions. Develops and implements control policies and procedures and works with departments and staff to ensure proper internal controls and preferred practices are in place. Performs reviews and analyses to identify and resolve deficiencies in operating procedures and internal controls.
5	Responsible for training staff on departmental procedures for utility and other billing functions. Creates training documents and reference tools and provides assistance and guidance to departments on compliance with regulations, controls, policies and procedures.
6	Prepares and updates public informational material related to utility billing, works with Revenue Manager or designee to prepare analytical and statistical reports for monitoring of operational effectiveness and efficiencies. Establishes and maintain a customer service related orientation within the utility billing unit and communicate with others to maximize the effectiveness and efficiency of inter and intra departmental operations.



#	Essential Functions for Call Center & Cashier Supervisor
1	Oversees call center and cashier functions within the Revenue Division; supervises staff by planning, scheduling and directing daily tasks and activities, establishing procedures and guidelines, reviewing work product, evaluating performance, training and coaching for performance improvement, addressing and resolving complaints and recommending personnel actions. Participate in recruitments, disciplinary actions and terminations. Initiate changes in work conditions and processes to increase operational effectiveness and efficiencies.
2.	Manages CSRs and Leads to ensure department is adhering to approved operating practices for proper cash handling- deposits, payment applications, drawer closeout, ensure customer questions and inquiries are addressed, payment arrangements are made and adhered to within operating guidelines. Resolves discrepancies and errors in a timely and efficient manner.
3	Ensures customer service is provided in a professional, prompt and efficient manner. Responds to internal and external customer escalations in a timely, efficient and courteous manner; ensures work requisitions are recorded, issued, assigned and processed through resolution.
4	Responsible for Call Center and Cashiering software, which includes coordination with Information Technology (IT) on upgrades, enhancements and problem solving; reviews and validates system access. Audits system data to ensure integrity of transactions; maintains systems to minimize risk of errors.
5	Ensure effective internal controls over cashiering functions. Develops and implements control policies and procedures and works with departments and CSRs to ensure proper internal controls and preferred practices are in place. Performs reviews and analyses to identify and resolve deficiencies in operating procedures and internal controls.
6	Responsible for training CSRs on procedures for the call center and cashier functions; creates training documents and reference tools and provides assistance and guidance to CSRs on compliance with regulations, controls, policies and procedures.
7	Prepares and updates public information material related to call center and cashier operations; works with Revenue Manager or designee to prepare analytical and statistical reports to monitor operational effectiveness and efficiencies. Maintains the customer service standard operating practices manual, revising and providing training as needed; communicate with others to maximize the effectiveness and efficiency of inter and intra departmental operations



# City of Peoria

## HUMAN RESOURCES

#	Essential Functions for Meters Supervisor
1	Oversees meter-reading and other meter service functions within the Revenue Division; supervises technicians by planning, scheduling and directing daily tasks and activities; establishing procedures and guidelines, reviewing work, evaluating performance, training and coaching for performance improvement, addressing and resolving complaints and recommending personnel actions. Participate in recruitments, disciplinary actions and terminations. Initiates changes in work condition and processes to increase operational effectiveness and efficiencies.
2	Monitor service order responses; coordinates tests, change out and repair water meters; programs electronic wireless remote water meters; ensure the connection and disconnection of water services as needed; develops and implements work related safety programs to meet all OSHA standards and requirements. Coordinate the research and analysis of meter issues; works collaboratively with other departments and divisions to resolve meter related issues and responds to call center inquiries and concerns.
3	Responsible for meter-reading software, which includes coordination with Information Technology (IT) on upgrades, enhancements and problem solving; reviews and validates system access. Audits system data to ensure integrity of read information; maintains systems to minimize risk of errors.
4	Ensures effective physical controls are in place over meters and related supplies. Develops and implements internal control policies and procedures and works with departments and technicians to ensure proper internal controls and preferred practices are in place. Performs reviews and analyses to identify and resolve deficiencies in operating procedures and internal controls.
5	Responsible for training technicians on procedures for the meters functions; creates training documents and reference tools and provides assistance and guidance to technicians on compliance with regulations, controls, policies and procedures.
6	Prepares and updates public information material related to meter functions; works with Revenue Manager or designee to prepare analytical and statistical reports to monitor operational effectiveness and efficiencies. Communicate with others to maximize the effectiveness and efficiency of inter and intra departmental operations



**PHYSICAL DEMANDS AND WORK ENVIRONMENT:**

<b>Physical strength for this position is indicated below with "X"</b>						
The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.						
Sedentary	X	Light	Medium	X	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.		Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.	Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.		Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

<b>Work Environment for this position is indicated below with "X"</b>					
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.					
Office	X	Outdoors	X	Vehicle	Office and Field/ Plant/ Warehouse
Position is typically office or administrative work and is not substantially exposed to adverse environmental conditions.		Incumbents may be subjected to extreme temperatures, wetness/humidity, respiratory hazards, noise, and vibration.		Incumbents may be subjected to moving mechanical parts, vibrations, fumes, odors, dusts, poor ventilation, chemicals, oils, extreme temperatures, inadequate lighting, work space restrictions, intense noises and travel.	The work will occur in an office and field environment. While performing the duties and responsibilities the employee maybe exposed to loud noise, noxious odors, unsanitary conditions, chemicals, electricity, moving mechanical parts, varying weather conditions, and other related conditions and situations. Position is subject to atmospheric conditions: Fumes, odors, dust, mists, gases or poor ventilation

**MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:**

Computers, printers, scanner, copy / fax machine, and related software, telephone, calculator.

**PROTECTIVE EQUIPMENT REQUIRED:**

None required.