



Job Description

Assistant Utility Billing Supervisor

Pay Grade: 08

Employment Status: Full-Time

FLSA Status: Exempt or Non-Exempt

Experience Required: Five (5) years relevant experience in utilities billing preferred.

Minimum Education Requirements: High School Diploma or G.E.D.

Direct Supervisor: Utility Account Specialist Supervisor

Primary Work Location: Office setting.

Certification: Valid State of Missouri driver's license.

Job Summary: Performs a variety of clerical, accounting and customer service activities in support of the utility functions for the City of Nixa as well as acts as the Utility Office Supervisor in their absence.

Essential Job Functions

An employee in this position may be called upon to do any or all of the following essential duties:

- Answers phones and greets customers providing customer assistance to the public concerning questions with utility billings, scheduling of utilities hook-ups, and disconnects.
- Assists walk-in customers with paying of utility bills and takes applications for new utility services.
- Maintains hand-held and radio-read data, journals, and software updates. Prepares hand-held for updates and maintenance.
- Approves & ensures accuracy of the daily drawer batches in the absence of the Supervisor.
- Applies utility payments received to individual accounts by entering data into computer system; reviews and tries to resolve any discrepancies with meter readers at time of reading; responds to customer complaints by phone or in person, and routes calls to appropriate person for final resolution.
- Computes, prepares, and sends out statements for utility services; enters usage amount on utility accounts into computer, establishes, updates, and maintains utility billing accounts for all customers.
- Ensures final billings are arranged for residents who are leaving the area, and that proper credits or billings are sent to them as quickly as possible. In preparation for statements, reviews all final bill calculations and corrects errors.
- Analyzes, investigates and corrects transactions as needed. Check staff re-reads for inconsistencies as an additional billing check.
- Computes and prepares all past due notices. Assists supervisor in scheduling special payment arrangements; contacts severely past due accounts for collection by composing and sending letters; maintains the bankruptcy account maintenance; scheduling disconnects for non-payment.
- Completes all energy assistance reports and works with state and local agencies with assistance programs.



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- Prepares all month end reporting. In absence of the Supervisor, prepares the UB Reconciliation Daily report, Billed Consumption spreadsheet, Daily payment spreadsheet as well as the Monthly Billing report.
- Acts as a lead for training opportunities for staff. Acts as the liaison for any IT issues including but not limited to Incode, MVRS, the Nixa website, and Itron. Maintains the utility billing emails and responds properly to those requests.
- May assist with other records processing, filing, copying of records, or other general clerical functions as requested to support the department.
- Effectively perform as a member of a team in carrying out the City's organizational development plan philosophy.
- Perform other tasks and duties assigned by supervision.

Essential Functions, Qualifications, Knowledge, Skills, and Abilities (KSA's) for Employment

An employee in this class must have the following knowledge, skills, and abilities upon application:

Knowledge

- City's billing and accounting systems and 5 years of relevant experience. Experience with Incode software and MVRS (Meter reading software) preferred.
- General office practices and procedures, accounting, bookkeeping and cashiering.
- Formats for correspondence, reports, and records files.
- Municipal services provided by unit to which assigned.

Skills

- Follow oral and written instructions, policies and procedures.
- Establishing and maintaining effective working relationships with other staff, and members of the public.
- Operating a variety of office equipment, including computer terminal, printer, calculator, FAX, typewriters, and copier.
- Analytical and math computations.
- 10-key operation and typing 40wpm NET.

Abilities

- Stooping and bending.
- Lifting no more than 25 pounds.
- Mentally analyze a situation, solve problems, and make decisions under pressure in area of responsibility.

**This position description is a general guideline for work behavior and is not intended to be a comprehensive listing of all job duties. Therefore, it is also not, nor can it be implied to be, a contract of employment. The contents of this position description may be changed without notice, and employment may be terminated by either party, at will.



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Signatures / Date

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

Check the appropriate box, fill in the needed accommodations, if required, then sign and date.

- I have read and understand this job description and acknowledge that I am able to complete the essential functions of my job without accommodations.
- I have read and understand this job description and I would require the following reasonable accommodations to fulfill the essential functions of this job:

Employee Signature

Date

Supervisor Signature

Date

Human Resources

Date