

UTILITY SERVICES SUPERVISOR

Definition:

Under general supervision of the City Treasurer/Revenue and Utility Services Manager, supervises and coordinates utility services in the Utility Services Section of the Revenue and Utility Services Division, including municipal billing, implementation of water rate changes, meter reading functions, and water customer services; coordinates daily receipting, collections, depositing, and cashiering functions and performs technical tasks; provides responsible staff assistance to the City Treasurer/Revenue and Utility Services Manager; and performs related work as assigned.

Essential Duties and Responsibilities:

The responsibilities and essential duties performed on a frequent and recurring basis by an incumbent include the following:

Schedules, coordinates and supervises customer service and field services staff performing water utility services duties and activities.

Plans, organizes, and supervises the work of customer billing staff and lead personnel, including initiating, communicating, and reviewing adjustments to water accounts and implementing water rate changes.

Plans, organizes, and supervises the work of meter reading field staff and lead personnel who are engaged in installing, shutting off, and reactivating services, and conducting field audits and investigations of customer complaints.

Participates in the daily administration of the City's banking and safekeeping programs, including the execution of fund deposits and withdrawals.

Contacts banking representatives to verify amounts deposited and available within accounts; executes authorized account transfers, and informs the City Treasurer/Revenue and Utility Services Manager regarding funds available for investment or use.

Reviews daily banking reports for various City accounts related to automatic payments, lockbox activity, ACH deposits, fraudulent activity, miscellaneous deposits, positive pay activity, and other related banking functions; prepares cash management daily reports.

Assists in the selection, training, and evaluation of section employees and development of division objectives.

Organizes, plans, and participates in the work involved with water, sanitation, trash, and miscellaneous billings and fees.

Assists in the development and implementation of policies and staff procedures to ensure collection and depositing of all City funds and handling of customer transactions in a timely and accurate manner.

Explains and interprets rules, regulations, and ordinances such as late payment, penalty, and related water account fees; writes closed account and angle-stop letters and responds to complaints.

Participates in staff, safety, management, and professional meetings.

Prepares correspondence and reports such as non-accepted checks and phone tallies; assists with the development of on-line water payment reports.

Receives and evaluates customer questions, complaints and disputes, recommends resolutions, and responds to customers accordingly.

Assists in developing and revising procedures related to the collection of bad debts as well as billing automation and remittance processing.

Reviews and analyzes a variety of related records, contracts, reports, and data.

Administers the public parking permit program and monitors the sale of bus passes, as well as the City's carpool program.

Assists outside auditors and division manager by assembling utility and cash management data used in audits.

Assists in the development, evaluation, and modification of section work standards, cash management procedures, and the administration of the division budget.

Handles special projects assigned by the Revenue and Utility Services Manager.

Other Duties and Responsibilities:

Acts on behalf of the Revenue and Utility Services Manager in his/her absence.

Performs other projects/tasks as assigned.

Class Characteristics:

Utility Services Supervisor is a single incumbent supervisory class within the Administrative Services Department. The incumbent supervises and coordinates water utility customer services, water billing, and cashiering functions and staff, including the Lead Customer Service Representative and Lead Water Utilities Services Representative, and Utility Systems Specialist responsible for billing, as well as customer service and water services personnel, and implements daily cash management functions by assisting the City Treasurer/Revenue and Utility Services Manager.

Contacts and Relationships:

The Utility Services Supervisor has regular and continuing contact with the public and works with office and field personnel who are responsible for executing customer, billing, and field service installations and changes. The incumbent establishes and maintains contact with other Administrative Services personnel, staff in other City departments, banking institutions, external auditors, and other parties in implementing division policies and procedures.

Qualification Guidelines:

The knowledge and abilities which are required to perform the duties and responsibilities of this class are as follows:

Knowledge of:

Federal regulations, State utility regulations, City ordinances, County regulations, and rates, rules, security, and collections procedures.

Services and activities of a municipal utility customer service program, including utility billing and new account development and utility field service practices.

Principles of customer relations and conflict resolution techniques.

Computer software applications and office automation related to utility and field services.

Budgeting methods and techniques.

Principles of supervision, training, and performance evaluation.

Cash management practices and banking practices and procedures.

English usage, spelling, grammar and punctuation.

Business letter and report writing techniques.

AND

Ability to:

Interpret and apply collections standards and City and departmental rules and regulations.

Perform research and analysis, make recommendations, and produce accurate reports.

Coordinate water utility and cashiering activities with other City departments/divisions.

Communicate effectively, orally and in writing.

Adhere to deadlines and handle multiple projects.

Exercise tact, courtesy, and diplomacy in understanding problems, explaining regulations, and recommending solutions.

Train assigned staff and plan, organize, schedule, and supervise their work.

Establish and maintain effective relationships with customers, vendors, staff, and others encountered in the course of work.

Use a personal computer, handheld meter reading devices, and applicable software related to City and banking operations; operate a vehicle for City business.

Perform mathematical computations.

Use independent judgment and initiative.

A typical way to obtain the knowledge and abilities is as follows:

Education:

Equivalent to an Associate's Degree from an accredited community college or two years of study towards a Bachelor's Degree at an accredited college or university in Business Administration, Public Administration, or a closely related field.

AND

Experience:

Five years of broad and progressively responsible experience in the following areas: utility billing and customer information systems, meter reading, on/off services, cash management and accounts receivable, basic accounting and supervision of technical, clerical and field employees.

Special Requirements:

Valid and appropriate Class C California Drivers License and acceptable driving record at time of appointment and throughout employment in this position.

Must be able to work extended hours in order to accommodate City needs and meet deadlines.

The City of Fullerton's Conflict of Interest Code requires that the Utility Services Supervisor file financial disclosure statements in accordance with state and local laws.

Per California Government Code §§3100 – 3109, all public employees are declared to be disaster service workers and must take and subscribe to the oath or affirmation as required.

Physical Tasks and Working Conditions Include the Following:

Work is performed mainly in an office environment and requires sitting for prolonged periods of time, the use of a computer keyboard and screen, and the ability to provide customer service at a public counter. The incumbent bends, stoops, reaches, and lifts accounting and utility records and other items weighing 30 pounds or less. The incumbent drives a vehicle on City business, and when in the field, the incumbent may stand and walk on slippery and uneven surfaces, climb steps, read handheld meter reading devices, and use lid lifter when conducting field investigations. The incumbent must be able to meet the physical requirements of the class and have mobility, vision, hearing, and finger and hand dexterity levels appropriate to the duties to be performed. The position requires close vision and ability to adjust focus.

Fair Labor Standards Act Designation: Exempt.

Established August 2002 from the class of Utility Services Manager
Revised March 2008