

PROVO CITY CLASSIFICATION SPECIFICATION	
Title: Utility Billing Manager	Job Code: 1040
Date: August 25, 2021	EEO Code: PR
FLSA Designation: Exempt	Civil Service: Covered (UC)

DEFINITION: This is administrative, planning, and supervisory work responsible for directing the daily operations of the Provo City utility billing system.

CLASSIFICATION STANDARDS: The single position allocated to this classification is responsible to the Customer Service Director and performs all tasks under general direction. This work is distinguished by its comprehensive and technical oversight of the Provo City utility billing system.

ESSENTIAL DUTIES: Oversee and direct daily activities of utility billing functions; monitor, maintain, and ensure the accuracy of customer utility accounts; ensure correct calculation, preparation, and timely delivery of all customer bills; ensure proper processing and accounting of all utility billing payments; determine and process accounts for outside collections procedures; oversee connection and disconnection of services; resolve high-level customer service and billing disputes; analyze operations and efficiency metrics; identify program and/or productivity deficiencies and recommend solutions; recommend changes to customer service policies and procedures in order to streamline service delivery.

Oversee functionality of computerized billing process for all City utilities; ensure data is properly entered, organized, and displayed; oversee user access to the billing system including creating security profiles and distributing passwords; supervise implementation of system updates and upgrades, including coordinating the testing of system processes; develop automated workflow for data and processes; assist technical staff in developing modifications to the system as needed; review and analyze new technologies and systems and make recommendations on changes to increase efficiency and ease of use for customers.

Supervise, plan, and coordinate work of assigned personnel including scheduling workload; inspect work of assigned staff and ensure work is completed accurately and efficiently; quickly resolve issues, conflicts, and technical concerns; ensure staff is trained; conduct performance reviews and enact rewards and discipline as needed; identify, evaluate, and resolve employee concerns; make decisions on selection and retention of personnel; hold and lead staff meetings.

Develop, submit for review, and implement service programs, policies, procedures, and goals; ensure appropriate documentation of program activities; review logs and reports to identify and resolve inefficiencies; prepare a variety of records and administrative reports on program activities and performance; prepare and submit a timely program budget and administer it throughout the fiscal year; perform the work of lower-level staff; perform other related duties as required.

MINIMUM REQUIREMENTS: Bachelor's degree in Business Administration, Accounting, or related field and 3 years of progressively responsible experience in utility billing, accounting, or a related field **OR** an equivalent combination of job-related education/experience [substituting each 1 year of post-secondary education/training for 6 months of experience].

License(s)/Certificate(s): A valid, lawful Driver License is required.

SELECTION FACTORS: *Knowledge of:* government services provided in a typical municipal organization; supervisory and management principles, techniques, and methods; accounting and credit collection procedures including applicable laws, codes, rules, and regulations; modern customer service initiatives and programs including current understanding of available software and online programs; appropriate customer service and billing system workflow; operations, functions, technology, and terminology common to utility billing; policies and procedures established for the work system; basic English composition, spelling, and grammar. *Skill in:* preparing clear, concise, and informative reports; analyzing workflow processes and identifying methods to consolidate procedures for a more efficient customer experience; resolving complex issues with due consideration for competing interests; practicing trust-building behaviors. *Ability to:* develop, submit, and administer an assigned budget; quickly and accurately perform work; evaluate programs and procedures; exercise independent judgment while evaluating situations and in making determinations; organize assigned work and develop effective work methods; perform duties in a manner that demonstrates respect, integrity, courtesy, and kindness toward fellow workers, customers, and the general public; demonstrate a high level of commitment to the principles of positive customer service; communicate effectively both verbally and in writing.

TOOLS AND EQUIPMENT USED: Computer terminal, basic office machines/equipment, motorized vehicle as needed, basic software and word processing programs, sophisticated government-based utility billing software and various other software and online programs specific to customer service and utility billing.

PHYSICAL DEMANDS: Requires sitting or standing at computer or desk for long time periods while maintaining concentrated attention to detail.

ENVIRONMENTAL FACTORS: Work location is inside with little or no occupational hazards. Position may, however, include exposure to high stress situations or environments, including contact with the public and/or employees in confrontational, uncomfortable, or emotionally charged circumstances.


Department Director

8/25/21
Date


Mayor/Chief Administrative Officer

8-25-21
Date

NOTE: The above statements describe the general nature and level of work being performed by the person(s) assigned to this classification. They are not intended to be an exhaustive list of all duties, responsibilities, and skills required of personnel so classified. Class specifications are not intended to and do not imply or create any employment, compensation, or contract rights to any person or persons. Management reserves the right to add, change, or delete any and all provisions of this classification at any time as needed without notice. Reasonable accommodations may be made for otherwise qualified individuals who require and request such accommodation. This class specification supersedes earlier versions.