

City of Detroit Lakes NOTICE OF EMPLOYMENT

UTILITY BILLING SUPERVISOR/ACCOUNTANT

This position is responsible for the monthly billing of utilities, collection of payments, customer accounting, local and regulatory reporting, general accounting work as assigned by the Finance Officer and all other associated functions dealing with the timely and accuracy of a successful utility billing department.

Preferred candidate for this position will have a college degree in business administration, finance or accounting and have previous work experience in municipal, governmental or utility billing or accounting procedures. Candidate must possess management abilities, be customer-oriented and have excellent communications, organization and computer skills. Salary range \$45,000 to \$56,000 plus excellent benefit package.

Full position description and application materials are available at www.ci.detroit-lakes.mn.us or by contacting the City of Detroit Lakes, 1025 Roosevelt Avenue, Detroit Lakes MN 56501, telephone number (218)847-5658. Applications will be accepted until 5:00 P.M. July 30, 2010. The person offered the position will be subject to a background investigation.

POSITION DESCRIPTION

Class Title: Utility Billing Supervisor/Accountant
Department: Administration/Finance
Union: N/A
Date: June 28, 2010

GENERAL PURPOSE

Performs a variety of routine and complex supervisory, clerical, administrative work in the billing of electric, water, sewer, and other public services.

SUPERVISION RECEIVED

Works under the general supervision of the Finance Officer.

SUPERVISION EXERCISED

Exercises supervision over the Billing and Collection Clerk and Receptionist

ESSENTIAL DUTIES AND RESPONSIBILITIES

Plans, manages, supervises and implements all utility billing functions, including billing, collections and customer service.

Coordinates with meter readers to insure accounts are read in a timely manner and oversees accuracy of the meter readings and directs rereading of meters when there appears to be an inconsistency between the readings for present and previous months.

Coordinates with other Electric personnel to process work orders for utility disconnections, reconnections, new orders, owner/tenant changes and other public service requests.

Develops and implements the goals, policies, procedures and controls for all utility billing functions: billing, collections and customer service.

Processes utility accounts on a three-cycle monthly billing method.

Reviews billings for correctness and accuracy and re-calculates bills which have been issued to customers improperly.

Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut-off and turn-on orders, establishing and monitoring payment schedules; adjusts errors and complaints.

Review and verifies all utility activities at the months end.

Prepares delinquent account data for preparation of assessment rolls for tax certification.

Attends annual seminars or training and schedules his personnel for seminars.

Assists in preparation of state and federal financial reports.

Responsible to monitor and assure compliance with all state and federal regulations governing utility billing and interpreting City ordinances and Minnesota Statutes as related to utility services.

Receives telephone calls and assists walk-in individuals concerning utility billing and other City related matters.

Assists the City Finance Officer with other municipal accounting and office functions.

PERIPHERAL DUTIES

Performs other duties and assumes additional responsibilities as directed by the Finance Officer to ensure efficient department operations.

DESIRED MINIMUM QUALIFICATIONS

- (A) Undergraduate degree in Accounting, Business Administration or a related field.
- (B) Minimum three (3) years experience in billing, collections, and customer service, including serving in a lead or supervisory capacity.
- (C) Any equivalent combination of education and relevant experience.

KNOWLEDGE, SKILLS AND ABILITIES:

- (A) Comprehensive knowledge of multi-divisional accounting.
- (B) Comprehensive knowledge of computers and computer accounting systems. Prefer Microsoft Excel, Word and utility billing software (currently the City uses Incode).
- (C) Skills to supervise and manage the daily activities of a clerical staff that performs all utility accounting and billing functions.
- (D) Ability to communicate clearly and concisely – both verbally and in writing.
- (E) Ability to develop and maintain effective working relationships with co-workers and the general public.
- (F) Ability to work with difficult or angry customers.
- (G) Ability to work under pressure and/or with frequent interruptions.
- (H) Ability to prioritize tasks.
- (I) Ability to resolve conflicts.
- (J) Ability to develop a variety of financial and statistical reports from multiple data resources.
- (K) Must have the ability to establish and maintain effective working relationships within the workplace by demonstrating the following personal qualities: mutual respect, courtesy, flexibility and teamwork.

TOOLS AND EQUIPMENT USED

Requires use of personal computer including word processing, spreadsheet, database, financial accounting, network, communications, and other software programs, calculator, various printers, postage machine, multiple line and direct line telephone system, fax machine and copy machine.

PHYSICAL DEMANDS

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this

position. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- This is sedentary work requiring the exertion of up to twenty-five (25) pounds of force occasionally and a negligible amount of force frequently or constantly to move objects.
- Work requires reaching, walking, fingering, grasping, and repetitive motions.
- Vocal communication is required for expressing or exchanging ideas by means of spoken word.
- Hearing is required to perceive information at normal spoken word levels.
- Visual acuity is required for preparing and analyzing written or computer data, determining the accuracy and thoroughness of work, and observing general surroundings and activities.
- The worker is not subject to adverse environmental conditions.

SPECIAL REQUIREMENTS

- Possession of an appropriate driver's license valid in the State of Minnesota.

WORK ENVIRONMENT

Smoke-free, general office environment. The noise level in the environment is usually quiet.

SELECTION GUIDELINES

Formal application, rating of education and experience, oral interview and reference and background checks, job related tests may be required.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not elude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and the requirements of the job change.