



UTILITY BUSINESS OFFICE MANAGER

General Statement of Duties

Performs administrative and administrative support work in support of the utilities billing, collections, and customer service functions. This position is responsible for performing accounting, payroll and all administrative functions of the office while providing excellent service to customers of the district.

Distinguishing Features of the Class

An employee in this class is responsible for the activities which involve the generation and mailing of the utility bills, handling customer inquiries relating to utility billings and general services; preparing and verifying a variety of reports and records; collecting utility bills and other revenues, and coordinating with field service functions. Other tasks include assisting the General Manager with establishing a wide variety of records related to the water and sewer utilities. Work involves multiple detailed procedural steps, and requires independent knowledge of the utility system including regulatory compliance, customer service policies, billing and collections process and computer applications. Considerable tact and courtesy are required in these public contact functions. Work is performed under general supervision and is evaluated through conferences, by accuracy and timeliness of customer service records and bills, and thoroughness of assigned responsibilities.

Duties and Responsibilities

Essential Duties and Tasks

Review and/or enter utilities readings, generates billing information, performs edits, and prints, bursts and prepares bills for mailing; prints edit list and reviews after initial meter readings are downloaded; identifies potential mis-reads and other potential problems; determine which meters require re-reading' prepares list and prints and mails overdue notices; prints, reviews and distributes list of customers for disconnection of non-payment; establishes new customer accounts; ensures proper initial readings are entered; establishes, updated and deletes accounts for multiple temporary development needs; monitors the billing cycle and assures that all records are submitted on a timely basis in order that established deadlines will be met; balances customer accounts.

Collects payments and downloads and processes bank drafts and credit card payments; reconciles payments.

Coordinates the activities of the office e with the utility staff; coordinates meter reading services, connections and disconnects.

Answers complaints from customers, researches problems and answers their questions; adjusts bills for leaks, incorrect meter readings, etc.

Clay County Water & Sewer District
Hayesville, North Carolina

Collects utility bills, assessments, and other revenue payment through the mail or from walk-in-payments; enters into database.

Researches and prepares special reports for management as requested; assists with compiling and producing the Consumer Confidence Reports;

Tracks new construction through system development fee; sets up temporary service and final ownership; determines when to bill for water and sewer.

Coordinates accumulation of information to compile data for the annual Water Quality Report and Consumer Confidence Report; prepares report and coordinates publication.

Processes invoices for the department.

Essential duties including processing all of the accounts receivable and preparing daily reports and reporting.

Additional Job Duties

Backs up other staff members.

Performs related duties as required.

Knowledge, Skills and Abilities

Thorough knowledge of local customer service policies, billing and customer service cycle regarding water and sewer systems.

Considerable knowledge of the utility billing software application and operate hardware to produce accurate and timely bills.

Knowledge of standing operating practices involved in modern office operation and serving the public.

Skill in collaborative conflict resolution, customer service excellence and teamwork.

Ability to deal effectively with the public in a tactful and effective manner.

Ability to create and maintain accurate records, reports and files in support of payments and customer-oriented operations.

Ability to operate related office equipment at the desired level of speed and accuracy.

Ability to communicate in written and oral form.

Ability to organize work for efficient processing set and follows effective work priorities and meet established deadlines.

Must maintain confidentiality and discretion regarding sensitive information.

Clay County Water & Sewer District
Hayesville, North Carolina

Must be self-motivated and flexible, able to work independently, and accommodate frequent interruptions.

Physical Requirement

Must be able to perform the basic life operation functions of reaching, lifting, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull, or otherwise move objects.

Must possess visual acuity to prepare and use figures and statistics, operate all office computer equipment, read maps and written material extensively.

Desirable Education and Experience

High School Diploma, supplemented by courses in business or accounting, and considerable experience in a billing operation involving multiple step tasks and use of billing software; or an equivalent combination of education and experience.