

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: BILLING AND COLLECTION SUPERVISOR

DATE: 7/1/2022

JOB CODE: 51722

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MID-MGMT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general supervision, to coordinate, participate in, schedule, monitor, and supervise the work of personnel assigned to Billing and Collections; to perform a variety of responsible and specialized administrative work associated with the collection of delinquent customer utility accounts and unpaid, closed customer accounts, loss control, and other miscellaneous accounts; to perform general collection activities for a variety of accounts for the Department including preparation of demands for payment and filing of liens; to perform collections and credit arrangement activities; to coordinate assigned activities with other sections and divisions; to provide highly responsible staff assistance to the Administrative Services Manager; and to perform related work as required.

DISTINGUISHING CHARACTERISTICS

This is a single-incumbent specialized supervisory class in the Customer Service series. The incumbent supervises the work of a small staffing unit and performs complex and specialized work tasks in the Collections and Billing/Meter Services functions, exercising broad discretion and independent judgment within established guidelines. The incumbent acts in the absence of the Customer Service Supervisor, and supervises Customer Service Representatives I, II, and Customer Service Lead Representatives, as assigned, and receives general supervision from the Administrative Services Manager.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and all City and Department staff;
- Supervise, plan, organize, coordinate, direct, evaluate, and assign the work and staff in the Billing/Posting and Collection functions;
- Review, evaluate, and approve customer account adjustment requests;
- Prorate customer accounts;

- Execute the Department's Records Retention policy for all billing and collections related records and data;
- Implement, test, and document data entry related to changes in water or sewer rates;
- Develop and maintain in-depth knowledge of utility billing software and associated Department rules, regulations, and policies; train staff in their proper use;
- Develop and maintain an in-depth knowledge of pertinent Utility billing and delinquency laws, as well as collection and bankruptcy processes
- Review daily work to quality control all pertinent information on regular bills, closing bills, unlocks, locks, and name and address changes; new services;
- Review and quality control all work orders for accuracy, completeness, and accuracy of data; reconcile outstanding work orders with other sections;
- Schedule daily printing of billing reports, review final accounts for credit balances;
- Research and resolve the most difficult and complex customer service and billing issues;
- Prepare clear and concise correspondence and advanced level spreadsheets for the most complex processes and issues ;
- Interpret customer accounts and apply knowledge of applicable Department rules and regulations, in order to assist customers in resolving the more complex account related problems;
- Assist the Administrative Services Manager with special projects and assignments;
- Oversee the work of subordinates engaged in customer inquiries, receipt of payments, establishment and termination of customer accounts, delinquency non-payment processing, billing, and adjustments;
- Select new employees through participation in oral board interviews, coordinate training of employees; monitor and evaluate quality and quantity of work performed;
- Prepare and maintain vacation schedules, reports, and documents related to personnel transactions; approve payroll and work schedules for subordinate staff;
- Analyze workflow and business practices; recommend changes and improvements as needed; develop improved work techniques and operating procedures; keep the Administrative Services Manager apprised of all assigned goals, significant work problems, and all staff complaints/compliments received from customers; make recommendations for effective problem resolution;
- Conduct annual, probationary, and special personnel evaluations, including corrective measures where necessary and provide follow up as necessary; establish on-going dialogue with staff to ensure the highest level of quality, productivity, and morale;
- Interpret and explain Department policies, procedures, and objectives to employees, ensuring adherence to same; provide documentation, counseling, and progressive disciplinary action as needed.
- Prepare correspondence, periodic and special reports as required; ensure the accuracy of all data in the utility billing system; ensure compliance with the Department's safety program;
- Recommend and implement approved goals, objectives, and changes to section budget; provide confidentiality, support, and positive attitude necessary to meet all Department goals;

- Oversee and adhere to section budget, order equipment and supplies;
- Oversee billing, posting, meter services, and new services functions, including processing of water, sewer, and geothermal bills;
- Oversee and/or collect delinquent accounts by correspondence, electronic transmission, personal contact, e-mail, and via telephone;
- Keep the Administrative Services Manager apprised of all assigned goals, significant work problems, and all staff complaints/compliments received from customers; make recommendations for effective problem resolution;
- Negotiate and monitor payment plans for customers, both residential and commercial; establish and monitor payment plans for miscellaneous receivables as required;
- Advise customer service personnel in resolving customer problems associated with payments and billing;
- Conduct regularly occurring meetings for Field and Meter Services staff;
- Handle complex and sensitive, high balance accounts and negotiate payments;
- Coordinate and quality control the filing of liens and the processing of foreclosures and bankruptcy claims;
- Establish and implement investigative methods and procedures to gather pertinent data for the collection of delinquent accounts;
- Interact with the County Recorder's Office to record liens, lien releases, and easements for the Department;
- Mail claim forms for all surplus funds to attorneys that handle trustee sales, with copies of all charges; execute written claim form prior to fund disbursement; track estate sales and mail creditor's claim form to attorneys and administrators of the estate for delinquent bills left by customers;
- Consult with City Attorney on disputes with customers and loss control accounts; provide City Attorney with requested account documentation;
- Provide input on third party collections vendor selection;
- Review and analyze legislation relating to the Collection program;
- Coordinate the Franchise Tax Board Income Tax Intercept Program including the submittal of delinquent accounts to the Franchise Tax Board, and maintaining accurate records of payments applied to delinquent accounts; answer all questions from customers pertaining to the IRS levees on refunds and lottery winnings;
- Collect all past due miscellaneous receivables accounts; initiate personal and in field contact with customers;
- Maintain records of miscellaneous receivables collected or sent to collections; hold and process accounts for write-off after four years;
- Identify, communicate, and help resolve facilities maintenance issues for customer service building and property; report issues to safety as necessary;

- Develop, administer, and monitor section budget;
- Order materials and supplies;
- Review and approve purchase orders, invoices, and requisitions;
- Collect on force accounts, for hydrants and Water Department property damage and loss control, that are past due;
- Maintain returned bank draft payment database; process returned checks with same charge;
- Maintain database of credit card payments that are returned due to fraud; submit adjustments;
- Screen all refunds with credits on account, and coordinate issuance of refund;
- Contact other City departments and outside agencies when needed to gather information related to the collection of delinquent accounts and any relevant work processes;
- Reconcile out of balance billing system conditions;
- Prepare and update written procedures as required;
- Maintain various confidential employee records including performance evaluations, attendance, leave to include work status reports and FMLA, employee consultations, incident reports, certifications, training, safety, and related areas;
- Create reports for Billing and other sections to ensure accurate information from the software system;
- Act as Customer Service Supervisor in his/her absence;
- Open/Close and lock Customer Service Building access to the public;
- Routinely adhere to and maintain a positive attitude toward the City and Department;
- Perform related work as required.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Customer service practices, procedures, and regulations, and business communication techniques at an advanced level;
- Billing system software;
- Principles of supervision, training, and evaluation;
- Municipal accounting procedures, including the use of control and subsidiary accounts and equipment;
- Rules, policies, practices, and precedents for delinquencies, collections, and credit;

- Effective collection methods and techniques;
- Basic legal procedures concerning collections for a public utility;
- Small claims and bankruptcy court rules, regulations, and procedures;
- Practices and procedures and requirements for the filing of liens on real property;
- Advanced principles and procedures of accurate record keeping related to utility accounts;
- Advanced mathematical principles in relation to calculation of costs and adjustments;
- English usage, spelling, grammar, and punctuation;
- Modern office methods, procedures, and equipment including specialized utility computer programs and applications, as well as Microsoft Word and Excel;
- Water utility customer service procedures, practices, and regulations;
- All aspects of Customer Service, including the functions of Billing/Posting, New Services, Meter Services, Requests for Information, and Collections;
- Effective leadership and problem-solving methods;
- Appropriate safety precautions and procedures.

Ability to:

- Supervise, plan, and schedule work assignments and staff; set priorities; select, train, evaluate, and recommend advancement and discipline for subordinates;
- Deal effectively with customers both in person and over the telephone regarding delinquent accounts, collections, and establishment of payment plans;
- Use sound investigative techniques to develop information that can be used to obtain account payment;
- Maintain clear, concise, and accurate records and reports; prepare periodic and special reports; proofread and detect errors;
- Process and resolve employee grievances;
- Develop, administer, and control annual section budget; recommend and implement established division goals;
- Organize and direct the collection and analysis of various information and billing data;
- Read, understand, and apply difficult materials; understand and carry out oral and written instructions;
- Create spreadsheets with worksheet computations using formulas in Microsoft Excel;
- Establish record keeping systems;
- Apply basic legal procedures concerning collections for a public utility;
- Initiate and follow through on appropriate procedures for small claims and bankruptcy cases;

- Process filing of liens on real property;
- Reach sound decisions in accordance with rules and policies related to delinquent accounts and credit arrangements;
- Operate a computer keyboard accurately;
- Develop and implement processes and changes to improve the efficiency or effectiveness of the Billing & Collection section;
- Demonstrate proficiency with Microsoft Word and Excel at an intermediate level;
- Speak clearly and concisely;
- Write legibly;
- Establish and maintain effective relationships with those contacted in the course of work;
- Interact effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the Department's goals and objectives while exercising the highest degree of confidentiality;
- Assign, check, correct, and participate fully in the work of subordinates assigned to the Billing and Collection section;
- Work under high stress conditions;
- Maintain a driving record which meets Vehicle Code Standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Graduation from high school or satisfactory equivalent, preferably supplemented by the completion of twelve (12) semester units of coursework in accounting, business, and/or supervision from an accredited college or university;

And

Experience: A minimum of five (5) years of progressively responsible public customer service work of which at least one (1) year involved performing advanced level collections, customer service, or billing work equivalent to a Customer Service Representative II. Supervisory Experience preferred.

NECESSARY SPECIAL REQUIREMENTS

Possession of a valid Class "C" California Driver's License. For out of state applicants, a valid Driver's License is required and a valid Class "C" California Driver's License must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

Incumbents require sufficient mobility to work in an office setting, operate standard office equipment, and transport materials and supplies weighing up to 25 pounds. Incumbents must be able to work under moderate to high stress conditions, dealing often with difficult customers. Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Billing and Collection Supervisor

To: Customer Service Supervisor

To: Administrative Services Manager

Job Description:

BOWC Approved:

Rev:

6/16/2009

1/8/2013

11/28/2017

6/28/2022

Testing Standards: App Review/Supp App Review