

TITLE: Water Billing Operations Supervisor

WSB/1-261

DEPARTMENT: Water System-Billing, Fayette County

JOB SUMMARY: This position is responsible for supervising and participating in water billing operations.

MAJOR DUTIES:

- o Plans and coordinates utility billing, financial transactions, and mailroom operations.
- o Supervises the completion of billing cycles; prints water bills; prepares and mails bills; processes payments from mail and drop boxes; posts payments, penalties, bank drafts, and e-box payments; processes incoming and outgoing mail.
- o Supervises and trains staff; participates in the new employee selection process; writes performance evaluations; approves leave requests.
- o Oversees the completion of work to insure all deadlines are met.
- o Maintains and updates account receivable and utility billing tables.
- o Interfaces financial transactions to the general ledger.
- o Performs end-of-month closings; completes year-end processes.
- o Prepares reports on operations and activities.
- o Prepares purchase orders for equipment and supplies.
- o Researches and resolves hardware, software, and application program problems.
- o Performs other related duties as assigned.

KNOWLEDGE REQUIRED BY THE POSITION:

- o Knowledge of accounting and billing operations.
- o Knowledge of Water System operations, policies, and procedures.
- o Knowledge of county policies and procedures.
- o Knowledge of modern office practices and procedures.
- o Knowledge of department billing system.

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- o Knowledge of computers and job related software programs.
- o Skill in the training and supervision of personnel.
- o Skill in oral and written communication.
- o Skill in planning and meeting deadlines.

SUPERVISORY CONTROLS: The Administrative Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final results.

GUIDELINES: Guidelines include county personnel policies, the County Safety Manual, postal regulations, federal and state regulations, and department standard operating procedures. These guidelines are generally clear and specific, but may require some interpretation in application.

COMPLEXITY: The work consists of related administrative and supervisory duties. Frequent technology changes contribute to the complexity of the position.

SCOPE AND EFFECT: The purpose of this position is to supervise and participate in the Water System's billing operations. Success in this position contributes to the efficiency of Water System operations.

PERSONAL CONTACTS: Contacts are typically with co-workers, bank representatives, postal employees, vendors, customers, and members of the general public.

PURPOSE OF CONTACTS: Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons.

PHYSICAL DEMANDS: The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and heavy objects.

WORK ENVIRONMENT: The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY: This position has direct supervision over Senior Billing Representative (2) and Billing Representative (2).

SPECIAL CERTIFICATIONS AND LICENSES: Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of

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Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

ADA COMPLIANCE: Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

HIPAA COMPLIANCE: The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

DRUG AND ALCOHOL COMPLIANCE: In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

MINIMUM QUALIFICATIONS

- o Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- o Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years experience or service.

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