

HUMAN RESOURCES DIVISION
PHONE: 815/724-4020
FAX: 815/724-4039



150 WEST JEFFERSON STREET
JOLIET, ILLINOIS 60432-4158

EMPLOYMENT OPPORTUNITIES

JOB POSTING #: 29-18
POSTED: 06/06/2018, 8:00 a.m.
EXPIRATION: 06/29/2018, 4:30 p.m. or until filled
TITLE: Utility Billing & Collection Manager
SALARY: \$81,034 – \$113,447
DEPARTMENT: Finance
DIVISION: Utility Billing & Collection

GENERAL PURPOSE

Responsible for the efficient and effective operation of the Utility Billing and Collection Division including the planning, organizing, directing, budgeting, and supervising of division employees and operations.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Manages the daily operation of Customer Service, Accounts Receivable, and Collector's Office. Supervises a review of water and sewer rates and/or charges and makes recommendations on rate structure and service issues.

Supervises meter readings, customer service billing, A/R billing and Collector's Office.

Prepares final notices, shut off and turn on orders, establishes and monitors payment schedules.

Supervises the expenditure of appropriations.

Supervises, trains, assigns, plans, and directs work; evaluates performances; disciplines employees for violation of City and/or Department policies and procedures; addresses complaints and resolves them in a professional manner.

Assists the Finance Director in formulating and prescribing work methods and procedures to be followed by employees and takes necessary steps to improve operations and create efficiencies.

Prepares reports and summaries of ongoing programs and projects.

Monitors procedures for compliance with appropriate working agreements.

Confers with and advises subordinates on difficult work problems, the development and installation of new work procedures and policies, and methods of coordinating services.

Maintains records of water and sewer sales.

Receives and responds to complaints concerning utility billing and collection operations.

Prepares budgets for Customer Service and Collector's Office.

Prepares audit schedules and other documents to support the various balances at fiscal year-end.

Prepares utility bills for large commercial and industrial customers.
Oversees automated meter reading and service order systems.
Works with collection agencies on uncollectible accounts.
Oversee selling of monthly parking passes and collection of parking tickets.
Attends professional society meetings, participates in panel discussions and speaks in area of competence.
Keeps informed of current developments in the field of Utility Billing which might effect operations.
Performs public relations work promoting services.
Performs other related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

A Bachelors Degree in Business or a related field.
A minimum of three (3) years of actual experience in customer relations and collections, preferably in a supervisory capacity.
Any equivalent combination of education and experience which provides the required knowledge, skills and ability.

Necessary Knowledge, Skills and Abilities

Knowledge of the modern principles and practices of the fields of customer relations and collections.
Basic computer network, hardware and operating systems knowledge preferably Microsoft Word, Excel, and Powerpoint.
Financial skills necessary to understand rate structures billing.
Ability to plan, organize, direct and supervise the work of subordinate employees.
Ability to plan, assign and coordinate activities performed by a large group of employees.
Ability to conduct research projects, analyze data, and prepare related reports.
Ability to establish and maintain effective working relationships with employees, City officials and the public.
Communication and interpersonal skills to professionally and respectfully interact with coworkers, managers, the public, and government officials to exchange or convey information both orally and in writing.
Ability to identify problems, make decisions, and initiate corrective action in a fast-paced, multi-tasking environment, with frequent interruptions.
Ability to work with and handle angry or difficult customers with good judgment, tact and courtesy.
Good judgment, thoroughness and dependability.
May require work during off-hours if customer issues arise.

EQUAL OPPORTUNITY/REASONABLE ACCOMMODATION EMPLOYER