



CITY OF BEND
invites applications for the position of:

Billing & Customer Service Supervisor

SALARY: \$26.94 - \$34.98 Hourly
\$4,669.55 - \$6,063.91 Monthly
\$56,034.58 - \$72,766.93 Annually

OPENING DATE: 10/15/14

CLOSING DATE: 11/10/14 12:00 PM

SUMMARY:

The Billing & Customer Services division of the Finance department assists Bend Citizens with their water, sewer and stormwater payments, questions, and resolutions. Division employees have a commitment to provide exceptional customer service as distinguished stewards of public resources.

The Billing & Customer Service division is actively seeking a professional and experienced **Billing & Customer Service Supervisor** that understands the importance of excellent citizen service at all times by effectively meeting citizen needs, understanding who the citizens are, and building quality relationships.

It is required that you submit your application, cover letter and resume no later than the closing date and time specified for this job announcement. In addition, be sure to thoroughly complete the application including all relevant education and experience you possess. Incomplete application packets will not be considered.

This class is a working supervisor that provides leadership and oversees the City billing and customer service functions, which include establishing, maintaining, and billing City utility accounts, processing customer payments, pursuing collection of past due customer accounts, and direct interaction with utility billing customers. Full scope of staff supervision includes hiring, coaching, motivating and developing staff; conducting performance evaluations; employee discipline and employee relations. The nature of work performed requires employees to establish and maintain effective working relationships with supervisors, co-workers, vendors, other City personnel, and the general public.

FUNCTIONS, DUTIES AND RESPONSIBILITIES:

*The following duties **ARE NOT** intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

Supervises staff to include: prioritizing and assigning work; conducting performance evaluations; mentoring, coaching and developing staff; ensuring staff is trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working

environment; and making hiring, termination, and disciplinary decisions in a collective bargaining environment.

Supervises activities associated with the assigned customer service/utility billing function for the City to include: evaluating and implementing policies, procedures, work flow, goals and objectives; monitoring and ensuring compliance with applicable federal, state, and local laws, rules, and regulations; and performing other related activities.

Reviews staff work, ensuring completeness and accuracy; monitors and evaluates compliance with controls for cash handling, account charges and write-offs; appraises management of control effectiveness and operational/procedural deficiencies.

Identifies opportunities for improving collections, billing and customer service; reviews with appropriate management; implements improvements.

Responds to and resolves difficult and sensitive citizen inquiries and complaints including consumption disputes, non-payment of delinquent bills and payment arrangements in a courteous and timely manner

Researches, reviews and integrates collection/billing reporting; enabling management oversight of collections, delinquency and write-off trends.

Manages and participates in the preparation and maintenance of records and/or other related documentation.

Coordinates and oversees the maintenance and processing of billing, cash receipting and call center software including providing training and direction on billing and customer service procedures, working with internal and external information technology staff on system maintenance and modifications, and identifying and resolving software issues as necessary.

Participates in a variety of meetings, conferences, seminars, training classes, and/or other related sessions.

Assists in the development, administration, and monitoring of the division budget.

Complies with safety requirements of the position and actively promotes safe work practices.

In an emergency event or an officially declared State of Emergency, responds as directed to ensure the restoration of essential public services, facilities and infrastructure.

KNOWLEDGE, SKILLS AND QUALIFICATIONS:

Knowledge of:

- Supervisory principles;
- Customer service principles;
- Project management principles;
- Research methods;
- Basic auditing principles.
- Database management principles

- Basic budgeting principles;
- Modern office principles and practices;
- Mathematical principles;
- Applicable automated financial software packages; and
- Applicable local, state and federal laws, rules, and regulations.

Skill in:

- Monitoring and evaluating subordinates;
- Mentoring and coaching staff;
- Resolving conflict;
- Delegating and prioritizing work;
- Developing and monitoring budgets;
- Applying local, state and federal laws, rules and regulations;
- Providing customer service;
- Using a computer and related software applications;
- Performing mathematical calculations;
- Conducting research;
- Operating and utilizing automated financial software packages;
- Recording, analyzing, verifying, reconciling, and reporting accounting transactions for multiple applications;
- Managing projects;
- Handling multiple tasks simultaneously;
- Operating a variety of modern office equipment; and
- Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.

Education, Experience, Certifications and Licenses Required:

Associate degree in Business, or related field, and at least five years of general supervisory experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. The ideal candidate has a minimum of five years direct experience working in a supervisory and administrative capacity in a customer service/call center environment.

Licensing Requirements:

None Required

APPLICATIONS MAY BE FILED ONLINE AT:
<http://www.bendoregon.gov>

Position #2014-00268
 BILLING & CUSTOMER SERVICE SUPERVISOR
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