

Superintendent of Meter Services and Billing

Reports to: Water Director

FLSA Status: Exempt

Grade: N

Department: Water

SUMMARY: This position manages the city's water meter system and directs the technical staff maintaining the system. The Superintendent supervises and supports all aspects of the city's utility billing process including maintaining the billing software, managing the delinquent accounts and overseeing shutoff procedures. Establishes customer service standards in the water billing area and ensures that the standards are met. The Superintendent supervises a staff of approximately 13 employees including Meter Services Crew Leader, Meter Service Technician, Meter Reader and Support Staff IV. Duties include performing the duties of the Superintendent of Water Distribution in their absence, collecting and analyzing data for the city's water infrastructure and deploying and supporting the city's radio frequency based meter reader system.

Essential Functions include the following. Other duties may be assigned. (These examples may not include all of the tasks and/or knowledge which may be expected of the employee, nor do they cover all of the specific duties which may be required).

Manages the city's water meter system, trains and directs the technical staff maintaining the system. Directs the transition to, and maintenance of, the city's radio frequency based meter reading system. Ensures proper meter applications are installed in homes/residences.

Supervises and supports all aspects of the city's weekly utility billing. Maintains and upgrades existing hardware and software packages, ensures that all meter readings are collected and accurate, executes and processes the weekly billing and maintains data integrity utilizing the reporting process.

Schedules and directs division work assignments using safe work techniques and procedures.

Supervises meter services and utility billing/collects staff, monitoring and evaluating their performance against operational, customer service and developmental goals.

Advises, trains and coaches staff on supervisory, safety and technical issues, as appropriate, recommending and directing staff to appropriate training as needed.

Manages the delinquent accounts and the weekly shutoff procedures to ensure the proper collection of revenue and protect future property owners from past due balances.

Makes bill payment arrangements, adjustments and decisions on waiving penalties. Determines whether the city or the customer is liable for repairs.

Develops, implements and maintains policies, procedures and customer service standards for front line employees. Assists staff with and responds to difficult situations, complaints and non-routine inquiries.

Performs duties of the Superintendent of Water Distribution in their absence and serves as backup for responding to emergency callouts or other situations requiring immediate attention.

Assists in the management of department equipment maintenance functions.

Collects and analyzes data on the city's water infrastructure.

Support departmental needs in the areas of computer peripherals and software packages by analyzing and maintaining computer software and hardware needs for the department, developing standardized operating procedures for various tasks within software applications and training co-workers on the use of computer peripherals and software packages.

Assists with implementing Water Department goals through division strategic plan, projects and programs activities.

Exercises the authority to make recommendations concerning employment, dismissal, reprimands and related actions to the director in consultation with Human Resources Director.

Prepares, updates and interprets a variety of regularly scheduled and ad hoc reports.

Coordinates and communicates with other employees, divisions, and departments to accomplish tasks and organizational goals. Responds to requests for information from other employees, divisions, departments, administration, elected officials, the public and external organizations as appropriate.

Manages within approved budget. Prepares preliminary budget for areas of supervision.

Qualifications

Education/Experience: Graduation from high school or GED, supplemented by college level courses, experience or training in information technology, management or related field. BS degree preferred. Training on water billing software and 3-5 years of experience in a utility billing or customer service office. Experience in working with large databases or in an information technology environment.

Knowledge of:

- Principles of supervision, training, and performance evaluation.
- Safe work techniques and procedures for all areas under supervision
- Customer service standards and methods for maintaining high level service.
- Water metering and water meter systems.
- Utility/water billing and revenue collection practices and procedures.
- Utility/water billing software.
- Computer software and peripherals associated with city water systems and the water department including those utilizing GPS data.
- Standard office software including spreadsheets, word processing and email programs related to performance of the essential functions of the job.
- Report preparation methods and techniques.
- Budget preparation and managing within a budget,

Skill in:

- Communicating clearly and effectively, both orally and in writing.
- Supervising, directing, coaching, mentoring and training direct reports.
- Developing and implementing policies, procedures and customer service standards to provide a high level of customer/citizen service.
- Using tact, patience, discretion, initiative and independent judgment within established guidelines.
- Analyzing and resolving operational situations and problems.
- Organizing work, setting priorities, meeting critical deadlines, and following up on assignments with minimum direction.
- Preparing clear and concise reports, correspondence and other written materials.
- Utilizing basic arithmetic including percentages.
- Analyzing the department's automation needs, developing cost/benefit analysis and making recommendations to department and Information Services on course of action.
- Test new departmental upgrades on software.

Ability to:

- Work independently under general guidance.
- Make responsible decisions in accordance with established policies and procedures.
- Judge the work progress of subordinates and verify that work is being performed in accordance with established policies and procedures. This includes work performed in an office and in a field setting.
- Communicate effectively verbally and in writing with direct reports, other City staff, external entities and the public.
- Direct, appraise and discipline staff in a respectful and constructive manner.
- Establish and maintain effective working relationships with a variety of individuals.
- Travel in daylight and at night to worksites throughout the community.
- Respond to emergency call outs at any time when covering for the Superintendent of Water Distribution.
- Translate standards, protocols and procedures into operational practices to obtain desired results.
- Read, analyze and interpret professional reports and studies, technical procedures, professional guidelines and government regulations as appropriate to area of supervision.
- Use a computer for composing, editing and producing documents, communicating with email, internet searches, and for higher level functions described in this job descriptions.
- Troubleshoot and resolve various computer software and hardware issues associated with this position.
- Prepare reports, correspondence, protocols, policies and procedures.
- Use basic arithmetic including percentages.

3) Certificates and Licenses: Illinois driver's license.

4) Physical Requirements/Working Conditions: While performing the essential functions of this job the employee is required to work in an office setting and in various field settings. Outdoor work may be performed in a wide variety of conditions including heat, cold and wet or stormy weather. Must be able to walk to and through outdoor work zones and travel between city facilities. May be required to lift, reach, squat and bend. Must be able to sit, use hands to finger, handle, or feel, reach with hands and arms, see, speak and hear.

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