



SPRINGFIELD UTILITY BOARD

Job Description

TITLE: Meter Reading and Billing Manager
REPORTS TO: Director of MIS

STATUS: Exempt / Non-union
RANGE: 30

POSITION SUMMARY: The Meter Reading and Billing Manager is responsible for the operation, management and leadership of the Meter Reading and Billing department, including: assisting staff in resolving customer issues; ensuring that water and electric meters are read in a timely manner and with a high degree of accuracy; coordinating billing functions; processing bills in a timely and accurate manner; ensuring that staff responds to billing concerns and questions efficiently and effectively; monitoring the mail service agreements and other contracted service agreements to ensure compliance. Performs other duties as assigned.

MAJOR RESPONSIBILITIES

Essential Functions

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Demonstrates and models exemplary leadership to all employees.
4. Evaluates the overall operation of the department including: systems, productivity, staffing requirements and establishing and achieving goals.
5. Assumes fiscal responsibility by participating in the preparation of and operating within an approved annual budget for each assigned department.
6. Provides a positive, inspiring and motivating work environment for staff.
7. Supports, coaches and counsels staff to ensure a productive and efficient team environment.
8. Documents personnel actions according to policies and procedures with the guidance of the HR Manager and Director.
9. Conducts Performance Appraisals on schedule, as needed and/or required; monitors and evaluates employee performance; collaboratively establishes goals and performance improvement plans.
10. Plans and conducts orientation of new employees.
11. Promotes and supports on-going education and training of staff to ensure the highest quality performance standards to meet the changes in a dynamic utility industry.

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12. Openly and effectively collaborates and communicates with directors and managers to identify and solve problems and to coordinate resources.
13. Promotes and maintains open and effective communication with staff. Conducts regular and impromptu staff meetings to share information.
14. Develops new job descriptions as needed and reviews current job descriptions annually.
15. Maintains confidentiality of organizational and staff information.
16. Recognizes contributions and celebrates small and big individual and team accomplishments.
17. Delegates challenging and meaningful responsibilities to staff to ensure their on-going development and success.
18. Fully participates as a member of the division director's team. This includes strategic planning, critical analyses and teamwork.
19. Works closely with staff in effectively resolving customer billing and metering issues.
20. Collaborates with other divisions/departments to develop cost-effective programs to deal with meter tampering/energy diversion and to make other suggestions for revenue protection.
21. Participates in training and activities that maintain role as Super User of CSS Billing and Meter Reading functions.
22. Coordinates purchasing for supplies related to billing, meter reading, field collection and maintenance.
23. Coordinates bill information and design with other departments.
24. Participates as a member of a negotiation and/or project team.
25. Maintains reliable and predictable attendance.

Marginal Functions

None

Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your supervisor will communicate these changes either formally or informally, verbally or in writing.

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Attributes

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB’s Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

OTHERS SUPERVISED

- Meter Reader Working Foreman, Meter Reader /Collectors and Billing Customer Service Representatives

MINIMUM QUALIFICATIONS

Experience

- Minimum of five years supervisory experience
- Minimum of five years billing experience preferred
- Utility billing experience preferred
- Experience with meter reading functions preferred

Knowledge, Skills & Abilities

Demonstrated excellence and competency in the following areas:

- Vision, strategic planning and analysis
- Managerial and operational skills to lead a department
- Leadership skills to coach, motivate and inspire staff
- Model positive behavior that promotes effective teamwork
- Employee recognition and celebration
- Project management
- Complex problem solving and decision making
- Time management
- Organizational and interpersonal skills
- Communicate effectively orally and in writing

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- Manage difficult and challenging customer and operational issues
- Intermediate skill level in Microsoft Office software applications
- Customer billing programs, meter reading, customer service and public relations
- Accounting fundamentals
- Development of new policies and systems
- Staff coaching and workflow management
- Serve as a team leader or team member on various projects
- Computer systems and accounting fundamentals

Education

- High school diploma or equivalent
- Bachelor's degree in related field desired

PHYSICAL AND MENTAL REQUIREMENTS

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION**
 - Far visual acuity:** Sees adequately to drive a vehicle.
 - Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels and numerous other written documents.
 - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
 - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use. Hears adequately to operate a telephone.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.

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- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Writes and keyboards data, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printers.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, typewriter and other office equipment.

Revised: June 1, 2016