



Billing Manager

Finance

FIN-BM

JOB SUMMARY

This position is responsible for supervising the agency's billing, collections, and records retention functions.

ESSENTIAL FUNCTIONS

- Maintains general ledger reports and inputs financial activity into the automated financial accounting system; maintains and inputs updated water and wastewater billing rates and charges as set forth in the Rate Resolution.
- Reviews cut-off list of delinquent accounts and directs the termination of services as appropriate.
- Prepares monthly a calendar which guides the daily activities of reading routes, cut off notices, service disconnects, and sending billing statements to customers.
- Serves as primary contact with our bill-printing service provider and reviews all work that is sent and processed in accordance with our terms of service.
- Prepares and distributes work orders related to collections procedures.
- Maintains archived documents in on-site and off-site storage facilities.
- Prepares for and performs routine records destruction procedures.
- Processes adjustments submitted by customers.
- Maintains general ledger and subsidiary records pertaining to the analysis of accounts to be sent for collection; provides spreadsheets to collection agency with list of accounts to be collected; coordinates with collection agency regarding customer payments.
- Prepares general and subsidiary records of outstanding balances on closed accounts; monitors, analyzes and corrects all credit balances on closed accounts; prepares spreadsheets of outstanding debt balances on closed accounts to monitor, analyze and correct accounts.
- Reviews and corrects customer accounts; reviews, analyzes and resolves problems.
- Monitors, reviews and analyzes bankruptcies and foreclosures and makes entries to customer accounts.

- Reviews, analyzes and prepares customer deposit and overpayment refunds.
- Maintains the utility's geobase for expansion of new US Zip Codes and any physical address reassignments issued by Glynn County GIS.
- Processes all property liens, cancelations, and satisfactions filed at the Glynn County Superior Court.
- Performs notification duties annually for unclaimed property in accordance with the rules set by the State of Georgia.
- Assists in maintaining payment reports and analyzes bill payments for accuracy and for any payments posted to accounts in Bad Debt.
- Performs related duties.

KNOWLEDGE REQUIRED BY THE POSITION

- Knowledge of customer billing principles and practices.
- Knowledge of supervisory principles and practices.
- Knowledge of computers and job-related software programs.
- Knowledge of records retention principles and schedules.
- Skill in analyzing data and preparing related reports.
- Skill in effective oral and written communication.
- Skill in the provision of quality customer services.
- Skill in planning, organizing and directing the work of others.

SUPERVISORY CONTROLS

The Finance 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 results.

GUIDELINES

Guidelines include the employee handbook, the Rate Resolution, and department policies and procedures. These guidelines require judgment, selection and interpretation in application.

COMPLEXITY/SCOPE OF WORK

- The work consists of varied administrative, customer service and supervisory duties. The need to coordinate activity across various departments contributes to the complexity of the position.

- The purpose of this position is to supervise the agency's billing functions. Successful performance contributes to the efficiency and effectiveness of the customer billing process.

CONTACTS

- Contacts are typically with co-workers, internal & external customers, and members of the public.
- Contacts are typically to give or exchange information, to resolve problems, or to motivate or influence persons.

PHYSICAL DEMANDS/ WORK ENVIRONMENT

- The work is typically performed while sitting at a desk or table.
- The work is typically performed in an office.

SUPERVISORY AND MANAGEMENT RESPONSIBILITY

This position has direct supervision over Collections Specialist (1) and Billing Technician (2).

MINIMUM QUALIFICATIONS

- 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.
- 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.
- Ability to be bonded.

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