



The Town of Waynesville, NC

JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Billing and Collections Supervisor

Department: Finance

Pay Grade: 68: \$49,492.98 - \$79,188.77

FLSA Status: Exempt

JOB SUMMARY

Responsible for performing supervisory and administrative functions in support of utility billing, cashiering, customer service, revenue collections, and tax collections for the Town.

ESSENTIAL JOB FUNCTIONS

- Oversees and establishes work methods, procedures and research and recommends policies related to revenue billing and collections including property taxes, beer and wine licenses, business license billing and collections, and utility billing and collections.
- Provides troubleshooting for unusual customer or taxpayer issues.
- Answers complaints from citizens, research problems and refers precedent setting issues to higher level management for advice and consultation.
- Supervises Tax Collector; assists with property tax issues with the County; monitors the yearly billing and assures that all records are submitted on a timely basis in order that established deadlines will be met; manages delinquent notices and delinquent collections by garnishment or attachments.
- Manages the NC Debt Setoff Program for the Town.
- Prepares and analyzes financial statements related to revenues and compiles other reports at regular intervals for use by various departments, the Town Manager and Town Council.
- Supervises customer service, collection of money for payment of utility billings, taxes, licenses, services, fines, including the receipting, posting, and balancing process associated with this responsibility.

- Research procedural improvements; internal controls; writes Customer Service policies and procedures.
- Trains, assigns, and monitors work of employees; delegates duties appropriately; provides backup when employees are absent; cross trains employees in several functions; provides performance coaching and evaluation; specifically trains customer service representatives to ensure consistency in setting up new accounts, posting customer payments, settling batches at the end of the day, and closing accounts.
- Supervises billing processes and handles any special problems associated with the utility billing cycles; monitors the appropriate billing cycles (28 to 32 days) and assures that all records are submitted on a timely basis in order that established deadlines will be met; manages delinquent notices and cut offs for utilities.
- Prepares reconciliations of the tax and utility collections modules to the general ledger.
- Approves customer bill adjustments for leaks and other problems; makes arrangements for payments; works with community agencies for customer emergency or destitution problems.
- Researches and prepares special reports for management as requested on the assigned area of work.
- Implements and manages new online billing and collections platform(s), e-bill option, and other technology improvements.
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Associates degree in a related area; and two (2) years of work-related experience; or an equivalent combination of education and experience.

Special Qualifications:

- Possession of a valid driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.
- Must be certified as a North Carolina Notary Public or complete the certification within 6 months of employment. Requirement exists at the time of hire and as a condition of continued employment.

Knowledge, Skills and Abilities:

- Skills in the application of the Town's personnel policies, supervisory principles, and motivation techniques.
- Skills in performing complex mathematical calculations and accounting functions.
- Skills in the processes and procedures of effective budgeting and auditing.
- Skills in oral and written communication; good organizational skills.
- Skills in analytical decision-making, good judgement, and problem-solving skills.
- Ability to establish and maintain effective working relationships with the general public, vendors, and employees.
- Ability to train and provide technical assistance to all levels of town staff.
- Ability to interact and effectively communicate with people from diverse backgrounds, with a focus on teamwork and problem solving.
- Ability to interpret and apply regulations, policies, and laws.
- Ability to manage and prioritize projects and meet deadlines.

PHYSICAL DEMANDS

Work in this classification is defined as light work requiring the physical exertion of up to 10 pounds of force occasionally and a negligible amount of force constantly to move objects. Physical demands require climbing, crouching, crawling, standing, walking and lifting. Vocal communication is required for responding to inquiries, expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels. Visual acuity is required for extensive reading, to prepare and analyze written or computer data, determine the accuracy and thoroughness of work, and observe general surroundings and activities.

WORK ENVIRONMENT

Work is primarily performed in an office with a controlled environment without exposure to harmful conditions.

ADA COMPLIANCE

The Town of Waynesville is an Equal Opportunity Employer. ADA requires the Town to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

The Town of Waynesville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.