

**POSITION TITLE: SUPERVISOR UTILITY BUSINESS OFFICE**  
**DEPARTMENT: PUBLIC UTILITIES**  
**DIVISION: UTILITY BUSINESS OFFICE**

**CITY OF  
BOWLING GREEN**

### REPORTING RELATIONSHIPS

Utilities Business Office Manager

**POSITION REPORTS TO**

**DIRECT:** 11

**INDIRECT:** 0

**DIRECT REPORTS BY TITLE:**

Customer Service Representatives (1); Utility Billing Specialists (3); Account Clerk (1); Accountant (1)

### POSITION FUNCTION

This position is responsible for ensuring that utility billing is performed correctly and in a timely fashion. The incumbent acts as Prevailing Wage Coordinator for utility projects, and assumes the responsibilities of the UBO Manager in his/her absence.

### JOB RESPONSIBILITIES

Supervises office staff

Assists the Utilities Business Office Manager in supervising staff; completes performance appraisals

Assists in the completion of all office work load

Ensures all steps in the billing process are completed

Makes all schedules for meter reading, late charges, bank drafts, adjustments, loading and unloading of meter reading devices, and billing

Calculates and balances figures and verifies adjustments

Ensures that all bank transfers and wire transfers are completed

Maintains the petty cash account

Approves all leave forms and time cards

Prepares specialized billing for industrial (key account) customers

Prepares month end billing reports

Resolves conflict with customers, confronts and calms disruptive and angry customers

Performs other related duties as assigned.

### PHYSICAL REQUIREMENTS

Job requires incumbent to sit, talk/hear and use hands to finger, handle or feel. Must be able to focus clearly at 20 inches or less.

**REQUIRED SKILL SETS**

*Occupational/Technical Skills*

- Ability to use spreadsheet, database, word processing and selected job-specific software
- Ability to use handheld meter reading devices, mail processor, burster and folder/insertter
- Must maintain a valid Ohio Driver's License and have the ability to drive

*Administrative Skills*

- Ability to plan, organize, assign and direct work of staff
- Ability to effectively coordinate activities of others to meet objectives
- Ability to use techniques of effective time management
- Ability to handle multiple priorities and projects
- Ability to process paperwork effectively
- Ability to use a computer terminal to accurately and rapidly enter and retrieve data and information
- Knowledge of modern office equipment

*Cognitive Skills*

- Ability to interpret a variety of technical information with abstract and/or concrete variables
- Ability to identify problems, recognizing symptoms, causes and alternative solutions
- Ability to interpret documents such as safety rules, operations and maintenance instructions, and procedure manuals
- Ability to perform standard business arithmetic, including percentages and decimals
- Ability to draw accurate conclusions from financial and numerical material
- Ability to apply financial principles and numerical techniques to management problems
- Knowledge of basic budgetary principles and practices
- Ability to encourage the creativity of subordinates

*Communications Skills*

- Ability to speak effectively one-to-one
- Ability to speak effectively before groups and to respond to questions
- Ability to demonstrate attention to and convey understanding of the comments or questions of others
- Ability to prepare clear and concise reports, correspondence and other written materials

*Interpersonal Skills*

- Ability to develop and maintain smooth, cooperative working relationships with peers, subordinates, and superiors
- Ability to deal courteously and diplomatically with the general public
- Ability to maintain issue confidentiality
- Interpersonal skills necessary to provide effective leadership to subordinate personnel and to develop cooperative working relationships with employees, senior management, elected officials, and vendors
- Ability to bring conflict or dissent into the open and use it productively to enhance the quality of decisions

*Leadership Skills*

- Ability to direct the activities of individuals and groups toward the accomplishment of meaningful goals
- Knowledge of administration and supervision of staff and activities
- Ability to create an environment in which subordinates are rewarded for accomplishment of group and individual goals
- Ability to plan, conduct, and participate in meetings in which the collective resources of the group members are used efficiently
- Ability to monitor progress and exercise control
- Ability to select and evaluate employees
- Ability to instruct and train staff
- Ability to provide performance feedback

**DESCRIPTION OF WORKING CONDITIONS**

Work is performed in an office setting and is subject to pressure from deadlines and extensive contact with the general public and City citizens.

**EXPERIENCE AND/OR EDUCATIONAL REQUIREMENTS**

Two-year college degree preferred; three to five years of relevant experience; or any combination of education, training and work experience which provides the required skill sets to perform the essential functions of the job.

The requirements listed are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. This Position Description is intended to identify and illustrate the kinds of duties that may be assigned to its incumbents. It should not be interpreted as describing all of the duties that may ever be required of such an employee, or be used to limit the nature and extent of assignments such individuals may be given.

Completed by Resource Management Strategies, Inc. (RMS) on July 3, 1999. This position Description is based on a Position Analysis Questionnaire (PAQ) completed by the incumbent.