



CITY OF CHINO

Billing Manager

Definition:

Under general direction, supervises and participates in activities pertaining to utility billing, business licensing, City-wide fees and charges and accounts receivable collections functions and does related work as assigned.

Class Characteristics:

The Billing Manager supervises the activity of a section of the Finance Department.

Essential Functions:

- Supervise utility billing and collections activity for delinquent City accounts; respond to public inquiries and mediate billing problems in accordance with City policy; coordinate with other City departments regarding required customer notification; provide liaison to contract collections service and direct court action per established policy.
- Prepare and maintain fiscal records of water production, consumption, water usage revenue, and related activity; audit and correct related journal entries; prepare periodic reports of billing activity; participate in utility rate studies.
- Administer the City Business License ordinance, direct licensing and enforcement activities; supervise the collection of related taxes and permit fees; prepare related fiscal reports.
- Direct the audit of refuse contract activity and processing of related franchise fees; provide financial data and analysis for contract negotiations.
- Conduct the gathering of fiscal data and compile such data for use in management reports.
- As assigned, direct special projects relating to utilities, business licensing, or collections activity.
- Participate in the development of section goals, objectives, policies, and procedures; maintain documentation of City utility billing and business licensing policies and procedures; assist in the preparation of the Department budget.
- Supervise, train, and assist in the hiring process; evaluate assigned staff.
- Coordinate the record keeping and scheduled updates of the City-wide fees and charges program, including interacting with other City departments in the review and calculation of new and existing fees and charges.
- Interact with co-workers at all levels in the organization in a collaborative and customer service-oriented manner.
- Maintain prompt and regular attendance.
- Perform all duties within the context of the City's Mission Statement and Organizational Values.

Qualifications:

Any combination of education and experience that provides the required knowledge, skills, and abilities to perform the essential job duties of the position is qualifying. The incumbent will possess the most desirable combination of training, skills, and experience, as demonstrated in his/her past and current employment history. A typical example includes:

Education:

- High School Diploma or G.E.D. (required).
- Bachelor's degree in Accounting, Business Administration, Public Administration or a related field is desirable.

Experience:

- Five years of responsible sub-professional governmental experience which involved utility billing, collection of bad debts, business licensing, and some supervisory experience.

Thorough knowledge of:

- Municipal billing, business licensing, and collections methods and procedures.
- Principles of financial record keeping.
- Automated billing and record keeping systems.

Considerable knowledge of:

- Methods and techniques of supervision.
- Positive employee relations.
- Office management.
- Data processing systems/applications in a public agency.
- Laws and regulations applicable to assigned areas of responsibility.

Ability to:

- Administer ordinances and policies pertaining to City utilities, business licensing, and collections.
- Prepare and present reports of related activity.
- Direct the preparation and maintenance of accurate records.
- Communicate effectively, both orally and in writing.
- Establish and maintain cooperative working relationships.
- Deal constructively with conflict and develop effective resolutions.
- Supervise, train, and evaluate employees.
- Deal tactfully and courteously with internal and external customers.
- Understand, explain, and apply policies and procedures.

Special Requirements:

- Possess a California Driver License and a satisfactory driving record (occasional offsite driving during the workday is required).
- Receive satisfactory results from a background investigation, a physical examination, which includes a drug screen, and an administrative review.

Physical Profile:

Category I - Light Physical Effort: This position requires normal physical abilities associated with the ability to read, write, and communicate in a work environment requiring no extraordinary physical strength or special physical qualifications.

Requires only light physical effort while performing functions such as: typing, writing, computing, filing, operating light office equipment, interviewing, counseling, researching, planning, analyzing and supervising. This position seldom lifts more than 20 pounds.

Employee Unit:

Unrepresented Management

Revised: 06/21/19

Replacing Billing Manager classification specification dated 09/22/09