



UTILITY BILLING MANAGER - FULL TIME POSITION

The Utility Billing Manager accurately manages and processes water/sewer utility accounts and transactions and serves as point of contact and customer service to the County's water and sewer customers.

Essential job functions: creates new accounts and sets up billing records in computer and files, handles complaints and answers customer questions on utility billing. Responsible for using specialized utility computer programs for water/sewer utility billing, including calculation of bills, preparation of pre-billing estimates, printing and mailing all second notices and running operational reports. Updates meter reads, prepares lists for meter reader, prepares work orders for maintenance and dispatches water operators to utility calls. Checks for any apparent reading errors and calculates consumptions and verifies information. Maintains records of work order system and contacts customers to notify of potential leaks. Processes work necessary to close customer utility accounts, correct bills and generate final bills and customer refunds. Receives and verifies and applies ACH and Paymentus payments to accounts. Posts penalties on billing system, calculates, prints, and prepares second notices. Prepares monthly billing for upload to third-party billing provider. Receives payments and deposits and balances cash drawer. Balances daily cash report with the general ledger and generates daily reports. Maintains customer files for active and inactive customer deposit receipts. Responds to customer telephone calls and in-office visits. Interprets and explains established policies governing county operations. Prepares and updates property liens on past due accounts following established guidelines, and utilizes debt set-off collection in conjunction with other departments. Composes correspondence and performs various clerical duties as needed. Tact and courtesy are required in frequent public contact.

Graduation from an accredited college with an associate degree in Business, Accounting, or related field preferred. Extensive clerical experience preferred and may substitute for degree. Experience in government or utilities offices preferred. Knowledge of county operations a plus. Experience with AS400 a plus. Proficiency with computers, Microsoft Office programs, and office equipment.

Other skills: Ability to communicate effectively both in person and in writing and the ability to deal tactfully, courteously, and professionally with the public and staff. Ability to prepare and compose written correspondence. Ability to calculate water/sewer usage using various arithmetic computations rapidly and accurately. Ability to apply common sense understanding to carry out instructions furnished in written or oral form. Ability to deal with problems involving several variables in various situations. Performs other duties as assigned.

Applications for employment are available online at www.smythcounty.org under the Human Resource link and at the Smyth County Administration Office. Please submit applications to the County Administrator's Office at 121 Bagley Circle, Suite 100, Marion, VA 24354. **COMPLETED APPLICATION MUST ACCOMPANY RESUMES. Annual Salary Range: DOQ. Deadline to apply: December 1, 2022.**

SMYTH COUNTY IS AN EQUAL OPPORTUNITY EMPLOYER