City of Rapid City
Job Description

<table>
<thead>
<tr>
<th>Job Title</th>
<th>Utility Billing and Service Supervisor</th>
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<tbody>
<tr>
<td>Job Code:</td>
<td>UBSS</td>
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<td>EEO Class:</td>
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<tr>
<td>Pay Grade:</td>
<td>20</td>
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<tr>
<td>Date Revised:</td>
<td>2/11/2022</td>
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<td>FLSA Status:</td>
<td>Exempt</td>
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**General Summary:** This position is responsible for monthly billing service for Water, Sewer and Solid Waste services; to maintain the water metering system; and to provide customer service.

**Essential Duties and Responsibilities:**

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

- Administers the utility billing system and develops procedures to ensure accurate and consistent billing.
- Bills monthly for water, sewer and garbage services.
- Reviews accounts for abnormal readings and resolves promptly.
- Provides support to internal and external auditors.
- Prepares and reviews related reports for accuracy and distribution.
- Schedules monthly billing functions and prepares monthly accounting reports.
- Handles routine customer inquiries as well as inquiries related to shutoffs.
- Prepares annual budget for the Section.
- Supervises 11 employees. Responsibilities include interviewing, hiring, and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems.
- Handles confidential files and materials.
- Prepares and reviews disconnects for nonpayment for accuracy. Sends uncollectible accounts to collection agencies.

**Qualifications:**

**Education and/or Experience:**

Bachelor’s degree from four-year college or university and two years related experience in municipal accounting or utility activities some of which is at the supervisor level; or Associate’s degree or equivalent from two-year college or technical school and four years related experience in municipal accounting or utility activities; some of which is at the supervisory level; or High school diploma or general education degree (GED) and eight years related experience in municipal accounting or utility activities, some of which is at the supervisory level.

**Certificates, Licenses, Registrations:**

Must possess a valid South Dakota driver’s license or ability to obtain within 30 days from date of hire.

**Working Conditions:**
The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Occasionally exposed to west and/or humid conditions; moving mechanical parts; fumes or airborne particles; toxic or caustic chemicals; risk of electrical shock and risk of radiation.
- Noise level is usually moderate.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations maybe made to enable individuals with disabilities to perform the essential functions.

- Frequently required to sit; use hands to finger, handle, or feel; reach with hands and arms; stoop, kneel, crouch, or crawl and talk or hear.
- Occasionally required to stand; walk; stoop, kneel, crouch, or crawl and taste or smell.
- Occasionally required to lift and/or move up to 50 pounds.
- Required to use close vision, distance vision, color vision, depth perception and ability to adjust focus.