CLASS TITLE: CUSTOMER ACCOUNTING SUPERVISOR

PURPOSE OF CLASSIFICATION: Under general direction is responsible for administrative, supervisory and professional accounting work in directing the Customer Credit Section of the Public Works Department; and performs other related assigned duties.

ESSENTIAL TASKS:
- Provides direction and coordination for the customer credit function ensuring effective and accurate accounting procedures are followed and customers receive quality service
- Performs and participates in internal audits associated with customer accounting, billing, and credit functions
- Develops and implements new procedures and methods to improve the effectiveness of the work unit
- Participates in the development, maintenance, and utilization of on-line accounting computer systems and directs subordinates in use of the various systems
- Insures credit work is performed on a regular basis so proper account balances are maintained
- Maintains accounts receivable collections at 99% and uncollectible accounts under 1%
- Coordinates with outside collection agency to optimize collections on closed accounts
- Analyzes computer billing system for errors and controls and recommends needed changes
- Provides financial and statistical reports
- Investigates and resolves customer complaints and assists subordinates with difficult decisions regarding delinquent accounts
- Performs special studies and provides department with reports and data necessary for rate changes and operational decisions
- Develops and performs personnel management activities including hiring, training, evaluating, and discipline within the work unit within department and section guidelines subject to section manager review and approval
- Monitors safety and safety education for the work group
- Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college or university with a bachelor's degree in accounting or business administration supplemented by coursework in accounting and computer science, and two (2) years of progressively responsible experience in employee supervision, accounting, and data processing systems, or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of accounting and data processing systems; considerable knowledge of modern office procedures and record keeping; and good knowledge of procedures, polices and practices involved in billing, collection, and accounting activities within large private or public organizations. Ability to plan, organize, and supervise the work of an accounts-clerical group; ability to establish, maintain and audit accounting records; ability to maximize resource utilization; and the ability to utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization.

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, handling, and climbing; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.
WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

Class Code: 1162
EEO Code: E-02
Pay Code: EX-32

Group: Fiscal
Series: Financial Management

Effective date: July 1, 2000