

City of Somerville, Massachusetts
Job Description

| | | | |
|------------------------|--------------------------------------|---------------------|------------|
| Position Title: | Utility Billing Manager | Grade Level: | NU07 / IIS |
| Department: | Water & Sewer | Date: | 03/11/2025 |
| Reports to: | Director of Finance & Administration | FLSA Status: | Exempt |

Statement of Duties

The Utility Billing Manager is responsible for overseeing the utility billing functions for the Water and Sewer Department, including the development, management, and execution of billing processes, meter operations, and customer service. This position also involves ensuring accurate billing and financial reporting, developing procedures, overseeing staff, and maintaining effective communication with customers. The Utility Billing Manager will work collaboratively with other City departments, such as the Treasurer/Collector’s Office, Auditing, and Information Technology.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Oversee and manage all aspects of water and sewer billing operations, including meter reading, billing cycles, adjustments, abatements, and payment processing.
- Collaborate with Department leadership to maintain and update an automated meter reading system, ensuring accurate collection and transmission of data.
- Provide guidance to the Water Meter Technicians to ensure timely and accurate meter installation, maintenance, and readings.
- Develop and recommend policies and procedures to improve utility billing operations, ensuring compliance with relevant regulations and laws.
- Analyze billing data to identify discrepancies, troubleshoot issues, and ensure customer bills are accurate.
- Coordinate with the City Finance Departments to ensure smooth utility billing and financial processes.
- Prepare detailed reports for management, including billing summaries, account status, usage trends, and financial analyses.
- Supervise Billing Analysts; assign special projects, focus on learning & development in industry trends, professional certifications, and leverage technology to enhance accessibility and engagement.
- Respond to customer inquiries, complaints, and requests in a professional and courteous manner; address elevated constituent issues in a timely manner.
- Maintain accurate and up-to-date customer account information and documentation for utility billing purposes.
- Manage the preparation of budgets for billing operations and ensure the efficient use of resources.
- Perform other related duties as required.

City of Somerville, Massachusetts
Job Description

Supervision Required:

Under administrative direction, working from municipal policies and objectives; individual establishes short-range plans and objectives, own performance standards and assumes direct accountability for results. Consults with supervisor only where clarification, interpretation, or exception to municipal policy may be required. The employee is responsible for the development and implementation of departmental policies, goals, objectives and budgets. The employee is also expected to attempt to resolve conflicts which arise and coordinate with others as necessary.

Supervisory Responsibilities:

Employee, as a regular and continuing part of the job, is accountable for the quality and quantity of work done by subordinates and assures the accomplishment of the assigned work in the prescribed manner. Supervisory functions typically consist of most of the following: plans, schedules and coordinates work operations to meet schedules, deadlines and priorities; revises work schedules to meet changes in workload or availability of manpower; recommends and justifies to higher levels of management changes in the organization of work, work methods or assignment of functions to positions that may affect staffing patterns, costs, work standards, etc.; assigns work based on varying capabilities of employees; assures that completed work meets the required standard of quality, timeliness and cost, taking corrective actions as necessary, including rejecting the work; oversees attendance and leave, typically including approval of ordinary sick and vacation schedules; advises employees of performance requirements and may prepare formal evaluations of performance; gives advice and instruction on both administrative and work matters; informs subordinates of organizational policies, goals and procedures; resolves employee complaints and effects disciplinary actions, such as oral warnings and reprimands; has substantial responsibility for technical soundness of subordinates' work.

Accountability:

Duties include department level responsibility for technical processes, service delivery, and contribution to municipal wide plans and objectives and fiscal responsibility for the department including staffing utilization. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and/or legal repercussions to the municipality and the public.

Judgment:

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity:

The work consists of employing many different concepts, theories, principles, techniques and practices relating to an administrative field. Assignments typically concern such matters as

City of Somerville, Massachusetts
Job Description

studying trends in the field for application to the work, assessing services and recommending improvements.

Nature & Purpose of Contacts:

Relationships are constantly with co-workers, the public and with groups and/or individuals who have conflicting opinions or objectives, diverse points of view or differences where skillful negotiating and achieving compromise is required to secure support, concurrence and acceptance or compliance; or one-on-one relationships with a person who may be under severe stress, where gaining a high degree of persuasion may be required to obtain the desired effect. The employee may represent to the public a functional area of the municipality on matters of procedures or policy where perceptiveness is required to analyze circumstances in order to act appropriately.

Confidentiality:

Access to some confidential information that is obtained during performance of essential functions

Recommended Minimum Qualifications

Education and Experience: Bachelor's degree in business administration, finance, public administration, or a related field is preferred, and seven to ten (7-10) years' experience with municipal utility billing systems, with at least three (3) in a supervisory position; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job. A strong understanding of utility rates, financial management, and customer service operations is essential. Munis (municipal finance/billing software) experience preferred. Relevant certifications in water meter systems or billing management are preferred.

Knowledge, Abilities and Skill

Knowledge: Thorough knowledge of municipal utility operations, billing systems, and financial management. Understanding of automated meter reading systems, meter operations, and the integration of technology in billing practices. Knowledge of applicable federal, state, and local regulations and guidelines related to utility billing. Strong knowledge of accounting principles and practices related to municipal enterprise funds.

Ability: Ability to develop and implement effective billing procedures and operational improvements; ability to analyze complex data, prepare reports, and make recommendations for improvements. Ability to communicate effectively both orally and in writing with staff, customers, and stakeholders; ability to handle a high volume of customer inquiries and resolve issues efficiently. Ability to manage and supervise staff, ensuring productivity and compliance with policies.

Skill: Excellent organizational skills with the ability to prioritize tasks and meet deadlines. Skilled in the use of Microsoft Office Suite (Word, Excel, Outlook) and utility billing software (e.g., Munis or similar product). Strong problem-solving skills and the ability to apply judgment in addressing billing issues and discrepancies.

Work Environment

The work environment involves everyday discomforts typical of offices, with occasional

City of Somerville, Massachusetts
Job Description

exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours in response to attend evening meetings or complete work assignments.

Physical and Mental Requirements

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 may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills

Few physical demands are required to perform the work. Work effort principally involves sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. May also be some occasional lifting of objects such as office equipment and computer paper (up to 30 lbs.)

Motor Skills

Duties are largely mental rather than physical, but the job requires minimal motor skills for activities such as moving objects, operating a telephone system, computer and/or most other office equipment, typing and/or word processing, filing, and sorting.

Visual Skills

Visual demands include constantly reading documents for general understanding and for analytical purposes.