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Employment Opportunity

Utilities Billing Supervisor

Finance & Technology – Financial Services

Competition	22/160
Status	Regular Full time
Hours of Work	70 hours bi-weekly
Rate of Pay	\$41.13 to \$46.63 per hour (2021 rates)
Review of applications begins	4:00pm on August 19, 2022, and the posting will remain open until filled.

Summary

The Utilities Billing Supervisor is responsible for the oversight of the Utility Billings work unit. The incumbent is responsible for the oversight of revenue operations for all CRD water and sewer utility service areas, including the administration functions relating to meter reading, utility account billings, land development account administration, and collections for CRD utility systems. This position is responsible for the financial and operational management of activities, development of policies and procedures, development of utility account billing and bylaw amendments, maintaining accurate and comprehensive reports and information for analysis, and for ensuring a high degree of customer service.

Duties & Responsibilities

- Oversees the utility billing function and work unit for the CRD ensuring all aspects of the production and distribution of utility account bills and notices.
- Functions as a super user for the IS-Utilities module of SAP to ensure functionality, provide reporting and analysis and address issues as they arise.
- Plans, organizes and supervises the work of the unit and monitors workload to provide guidance and direction to ensure timely and accurate billing to customers and excellent customer service. Provides revenue reports, projections, and analysis for multiple utility service areas as required.
- Ensures continuous process improvements throughout the work unit by recommending new procedures and/or changes to applicable bylaws.
- Investigates and researches billing inquiries and/or problem accounts to identify anomalies and ensure accuracy of records/accounts.
- Responds to inquiries and complaints regarding water accounts and CRD Water Bylaw regulation.
- Supervises the meter reading function, including data loading and verification.
- Works collaboratively with IWS departments on various interrelated processes and initiatives.
- Oversees and evaluates consumption of municipal wholesale and miscellaneous revenue invoices.
- Monitors and reports on work orders and deals with meter related issues or concerns.
- Reviews and approves adjustments to customer related billing transactions.
- Oversees prompt collection of overdue utility accounts and resulting processes.
- Reconciles various accounts and prepares journal entries as appropriate.
- Produces and reports on various utility billing related functions.
- Oversees the maintenance of the utility billing policy and procedure manual.
- Updates the various utility rates within the utility billing system ensuring accuracy.

- Follows all policies, procedures and standards of the CRD.
- Performs other related duties as required.

Qualifications

- Degree in Accounting, Commerce or Business Administration, as well as five (5) years' experience in a large accounting environment or an equivalent combination of education and experience. Experience must include a minimum of two (2) years supervisory experience.
- CPA designation is an asset.
- Excellent communications (verbal and written), interpersonal and customer service skills are required.
- Knowledge of and ability to use various computer word processing, spreadsheet and project scheduling programs and databases.
- Ability to work with and perform utility billing from an ERP system. SAP experience an asset.
- Ability to supervise staff in a multi-disciplined environment where customer service is a key element of the role.
- Ability to understand and operationalize, and enforce related local government bylaws as appropriate work within and enforcing local government bylaws.
- Experience handling, balancing, recording and depositing cash; to complete accurate reconciliation and calculations with accuracy and speed.
- Ability to supervise, and work in, a team environment effectively and cohesively.
- Ability to handle customer complaints and diffuse difficult situations.
- Ability to understand and interpret various bylaws related to the CRD and Water Services.

To keep our employees, customers and the communities we serve safe, the CRD has introduced an employee vaccination policy intended to prevent the transmission of COVID-19. As such, the CRD requires verification of your COVID-19 vaccination status as a condition of employment.

Applications

To apply for this exciting opportunity, please submit your resume and covering letter online at www.crd.bc.ca under “Careers”. To learn more about working with us, [visit our website](#).

The CRD thanks you for your interest and advises only those candidates under active consideration will be contacted.

