

**City of Dunedin, Florida**  
Class Description

**JOB TITLE: Utility Billing Supervisor**  
Public Work and Utilities Department  
Utility Billing Division

**GENERAL STATEMENT OF JOB**

Under general direction, supervises the daily operations and personnel of the City's Utility Billing Division. Ensures billing is correct, accurate and completed on time; coordinates all office staff and procedures; and provides supervision and training to staff. Reports to the Assistant Director of Public Works & Utilities.

**SPECIFIC DUTIES AND RESPONSIBILITIES**

**ESSENTIAL JOB FUNCTIONS**

***The duties recorded below are representative of the duties of the class and are not intended to cover all the duties performed by incumbents(s) of any particular position.***

Coordinates office work between all Utility Billing employees.

Provides supervision to employees, duties include: staffing, interviewing and scheduling new hires, staff training, employee evaluations, discipline paperwork and coaching.

Completes billing accurately and on time.

Checks the work of staff, verifying charges and adjustments.

Balances the daily revenue intake form.

Maintains logs and information on liens, interdepartmental billing, etc.

Enters approved rate changes.

Develops and maintains the policy and procedure manual.

Prepares and monitors budget.

Performs special projects as assigned.

Coordinates with billing software vendor and IT to resolve issues, software updates, and customer connection issues.

Liaison with the City's 3<sup>rd</sup> party vendors for billing, bill printing and mailing, and lockbox collections.

### **ADDITIONAL JOB FUNCTIONS**

Resolves customer issues. Performs various clerical/administrative duties, including but not limited to ordering and stocking administrative supplies, preparing/processing various forms and reports, compiling data for reports, generating work orders, etc.

Performs related duties as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Requires an associate's degree with five years of experience in related field.

An equivalent combination of training and experience which provides the required skills, knowledge and abilities may be considered.

### **SPECIAL REQUIREMENTS**

Must possess a valid Florida driver's license.

### **PERFORMANCE INDICATORS**

**Knowledge of Job:** Has thorough knowledge of the methods, procedures and policies of the City of Dunedin as they pertain to the performance of essential duties of the Utility Billing Supervisor. Has the ability to comprehend, interpret and apply regulations, procedures and related information. Has excellent secretarial, bookkeeping, coordination, computer and interpersonal skills. Is skilled in applying a responsible attention to detail as necessary in preparing reports and correspondence. Is able to maintain confidentiality as required. Has the ability to learn and utilize new skills and information to improve job performance and efficiency. Clearly understands any occupational hazards and adheres to all safety precautions inherent in performing the essential functions of the work. Has the ability to speak and understand the English language

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to compile, assemble, copy, record and/or transcribe data and/or information according to a prescribed schema or plan. Includes judging whether readily observable functional, structural or compositional characteristics are similar to or divergent from prescribed standards, procedures or routines.

**Human Interaction:** Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards. Knows how to perform duties in a courteous manner and with the utmost integrity in the best interest of the public. Has the ability to plan, organize and prioritize daily assignments and work activities. Is able to offer assistance to fellow employees as necessary.

Utility Billing Supervisor, Public Work and Utilities Department  
Utility Billing Division

**Equipment, Machinery, Tools and Materials Utilization:** Has knowledge of and skill in the use of modern office practices and equipment. Requires the ability to use, operate and/or handle equipment such as a computer, copier, fax machine, recording equipment, calculator, telephone. Is able to type accurately at a rate sufficient for the successful performance of assigned duties

**Verbal Aptitude:** Requires the ability to use a variety of reference and descriptive data and information. Has knowledge of proper English usage, vocabulary, punctuation and spelling;

**Mathematical Aptitude:** Has knowledge of basic mathematics. Requires the ability to perform addition, subtraction, multiplication and division; calculate decimals and percentages; may require ability to utilize principles of fractions and/or to interpret graphs.

**Functional Reasoning:** Requires the ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives. Is able to read and interpret various materials pertaining to the responsibilities of the job.

**Situational Reasoning:** Requires the ability to exercise the judgment required in situations characterized by repetitive or short-cycle operations covered by set procedures or sequences. Is able to take the initiative to complete the duties of the position without the need of direct supervision. Is able to use independent judgment in performing routine and non-routine tasks.

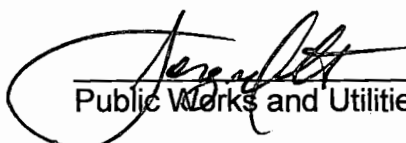
**ADA Compliance**

**Physical Ability:** Tasks involve the ability to exert a small amount of physical effort in sedentary to light work involving moving from one area of the office to another; some positions require sufficient hand/eye coordination to perform semi-skilled repetitive movements, such as data entry, filing and/or the use of office equipment or supplies.

**Sensory Requirements:** Tasks require visual and auditory perception and discrimination as well as oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions. Tasks may require extensive VDT exposure.

*The City of Dunedin is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the employer will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.*

  
Public Works and Utilities Director

7/22/26  
Date