

Utilities Department (Utility Billing)

Job Description

JOB TITLE: Assistant Director of Public Works & Utilities

GENERAL STATEMENT OF JOB

Under general direction, plans, directs and supervises water, wastewater, reclaimed water, utility billing operations in the Utilities section of the Department of Public Works and Utilities for compliance with all applicable policies, procedures, laws and regulations for effective collection and treatment of wastewater and its residuals, well field operation and development, raw and potable water infrastructure operation and maintenance, potable water treatment, distribution, and storage, arid reclaimed water storage and distribution for the City, billing and collection of water, wastewater, reclaimed water, storm water and solid waste revenues. Performs related technical and administrative work as directed. Reports to the 'Director of Public Works & Utilities I City Engineer.

JOB TITLE: Utility Billing Supervisor

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.

JOB TITLE: Utility Billing Technician

GENERAL STATEMENT OF JOB

Under general supervision, provides technical support to the Utility Billing department staff to ensure effective and efficient operations. This is a technical position whose function is to provide customer service to residents of Dunedin in matters related to monthly utility billing, applications for water service, responding to customer utility billing questions and complaints and processing utility payments. Work involves knowledge of utility operations to promptly and effectively respond to and resolve concerns of utility customers. Performs related work as directed.