

**JOB OPPORTUNITY
CITY OF MANSFIELD, OHIO**

ORDINANCE: 19-008

POSTING DATE: 09/11/19

DEADLINE DATE: 09/18/19

UTILITY COLLECTIONS SUPERVISOR I

The City of Mansfield, Ohio, Director of Human Resources announces the opening of the following position in the **UTILITY COLLECTIONS DIVISION:**

POSITION

Utility Collections Supvr. I

ANNUAL SALARY RANGE

\$30,200 - \$52,000

GENERAL STATEMENT OF DUTIES:

This position is responsible for assisting the Operations Manager in all functions of the Utility Collection Department including the management of the preparation of bills, collections, supervision of bargaining unit employees, customer service, and other duties as assigned by the Operations Manager.

RESPONSIBILITIES INCLUDE BUT ARE NOT LIMITED TO:

- Supervision and training of all Utility Collections personnel.
- Preparation of purchase orders, payment of bills;
- Monitor and supervise water shut off program and delinquent accounts;
- Manages and supervises preventative programs to manage delinquent accounts and collection of them.
- Supervises the monitoring of customer accounts with high balances and no activity.
- Oversees the maintenance of customer files and customer service, including customer inquiries.
- Supervise accurate posting of cash receipts, all corrections, and adjustments.
- Preparation of weekly payroll for Utility Collection employees.
- Supervision of cashier and customer service functions including training, monitoring, and maintenance of bank accounts including EFT accounts.
- Assists with data processing in the department.
- Monitor Account Clerk calls and provide coaching feedback
- Assist with the supervision of meter readings schedules and meter room activity.
- Assist in preparation of reports and records on departmental activities and inquires for the City Administration.

- Assist with the writing and revision of policy and procedures.
- Assist with the preparation of all budgets.
- Other duties as assigned by the Operations Manager.

DESIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of: (1) city and division policies and procedures, (2) safety practices and procedures, (3) employee training and development, (4) supervisory principles and practices, (5) computer and office equipment operation, (6) data processing, (8) office practices and procedures. Skill in: (9) computer software such as Word, Excel and New World (10) data entry, (11) filing. Ability to: (12) interpret a variety of instructions, (13) communicate effectively, (14) exercise independent judgment, (15) read, copy and record figures accurately, (16) develop and maintain effective working relationships, (17) resolve complaints, (18) sort items into categories according to established methods, (19) maintain records according to established procedures.

ACCEPTABLE EXPERIENCE AND TRAINING:

Completion of a secondary education or equivalent, supplemented by progressively responsible records and data experience, including supervision training or experience; or any equivalent combination of experience and training which provides the desired knowledge, skills and abilities.

LICENSE/CERTIFICATION REQUIREMENTS

You must possess a valid Ohio driver's license.

The specific statements shown in this description are not intended to be all inclusive. They represent typical elements and criteria considered necessary to successfully perform the job

APPLICATIONS FOR THIS POSITION WILL BE ACCEPTED IN THE HUMAN RESOURCES OFFICE. "WE ARE AN EQUAL OPPORTUNITY EMPLOYER." WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.