

**METRO WATER DISTRICT** is seeking candidates to fill a **Customer Service & Billing Supervisor** position. The ideal candidate must exercise independent judgment, professionalism, initiative, and be highly motivated with the ability to work directly with customer service issues.

**Job Summary:**

- Works under the general direction of the CFO. Plans, coordinates, administers, supervises, and participates in the operations and activities of the Customer Service and Billing Team, including customer billing to maintain and enhance customer relationships to meet organizational and operational objectives. Supervises and mentors the Customer Service and Billing staff. Works directly with customer service issues and new connections.

**Essential Job Functions:**

- Supervises and coordinate two or more employees and assigns work to ensure quality and timely completion, coordinates of work schedules, and prioritization of tasks.
- Responds to, and resolves difficult and sensitive customer inquiries and complaints including consumption disputes, non-payment of delinquent bills, returned payments, leak adjustments, and payment arrangements in a courteous and timely manner.
- Responds to billing inquires promptly and thoroughly. Obtains or provides information, and resolves billing or other customer issues with customer accounts to identify anomalies to ensure accuracy of records and accounts.
- Coordinates and oversees the maintenance and processing of billing, cash receipting, and the call center using various software packages for billing, meter reading, customer account maintenance, and electronic meter data while exercising good judgement at all times.
- Organizes and prioritizes a variety of projects and multiple tasks in an effective and timely manner; sets priorities, and meets critical time deadlines.
- Accurately interprets policies and procedures, makes recommendation, and implements business process to improve customer service and billing efficiencies.
- Manages staff and coordinates work schedules and prioritized tasks.

**Qualifications and Experience:**

The successful candidate must have an Associate Degree in Accounting, Business Management, Public Administration or related field. Two (2) years experience in customer service, accounts receivable, general ledger and billing including two (2) years at a supervisory level **OR** equivalent combination of education and experience.

The salary range for this position is \$51,486 - \$79,603. The District offers full competitive benefits and membership in the Arizona State Retirement System. To be considered, submit a letter of interest, and resume via email to [bmorelli@metrowater.com](mailto:bmorelli@metrowater.com); deadline for applying will be April 4, 2018. For more information, please contact Billie Sue Morelli, Human Resources Manager at 520-209-2848.