

CITY OF HAMILTON

CORPORATE SERVICES DEPARTMENT (REVENUE SERVICES DIVISION – UTILITY BILLING – LOCATION – 330 WENTWORTH ST. N.)

UTILITY BILLING LEAD – CUPE 5167

SUMMARY OF DUTIES

Reporting to the Supervisor, Utility Billing, the Utility Billing Lead provides technical and functional guidance to Utility Billing Clerks while monitoring their daily administrative tasks, work queues and customer correspondence. Responsible for reconciliation of utility and general ledger accounts by analyzing, summarizing and distributing utility adjustments. The Utility Billing Lead maintains up-to-date utility ownership records, processes work orders, audits meter readings, performs adjustments and refunds; approves debit authorizations from financial institutions, cancels and re-issues bill, oversees the City's collections process.

Provides customer service to Hamilton Utility clients, internal staff, and external stakeholders. Fields and cascades customer inquiries, complaints, and escalations.

Ability to perform all duties in the Utility Billing Clerk job description.

GENERAL DUTIES

Analyzes and prepares various reconciliations for general ledger accounts.

Prepares and reviews the automated meter reading files for upload directly into the billing software. Tests and authenticates the accuracy of the rates and meter readings; creates water/ wastewater/stormwater bills. Processes and reconciles regular and off cycle Utility Billings.

Investigates and solves any billing exceptions and irregularities. Ensures bills are issued to customers in a timely, complete, and accurate manner while ensuring compliance with applicable legislation and corporate policies.

Oversees the collection of arrears, penalty and interest charges, pre-authorized payment plans including discrepancies in banking files/information, NSF's, issuance of reminder and final notices for overdue balances, and transfers utility arrears to property taxes.

Receives, reviews and processes forms and supporting documents associated with the utility billing programs with respect to the Lead Loan Program, Service Line Warranties of Canada (SLWC), Lead Adjustment Program and Water Meter testing. Corresponds with applicants in relation to their forms and requests additional information if required for processing.

Assists Utility Clerks when required with the processing of incoming mail.

Monitors the move in/move out process, ensures accurate closing and setting up of new billing accounts. Performs the most complex tasks related to billing and account maintenance. Assists with customer service escalations as required.

Approves adjustments processed by Utility Billing Clerks.

Works with the Supervisor to develop and maintain a cross skilling plan to ensure that appropriate coverage is available for all billing tasks. Identifies and provides training to utility billing team in Meter-to-Cash processes and other processes as required. Provides regular updates to staff on changes to procedures and processes so staff are ready to manage customer interactions at the commencement of their shifts.

Assists in the development of efficient and effective customer experiences that meet the needs of internal and external customers and stakeholders. Participates in working groups and provides subject matter experience.

Conducts special projects and completes additional ad hoc support requests by the Supervisor.

Performs rate management including set up, changes, testing and verification processes, balance consumption and billing amounts for scheduled billings.

Manages billing period cycles, payment arrangements and loans.

Acts as a liaison with bill print vendor to ensure timely and accurate delivery of bill files, including keeping record of business rules, bill formatting and updating necessary printing changes and track bill stock.

Reviews specific billing section variance reports, identifies high and low readings and follows up with account owners as necessary by phone or email.

Maintains the utility billing system and files with correct billing and mailing address information. Responsible for accurate issuance and timely processing of final utility bills related to sales of properties.

Acts as a liaison with other internal departments, external customers, vendors, and all stakeholders. Receives inter-office communications to issue and adjust accounts.

Provides support for utility billing recommendations, changes to procedures or policies. Researches and gathers information related to the billing of utility charges.

Performs analytical support including spreadsheets, charts, letters, memos, forms and documents. Completes data entry into computerized database system. Provides technical and functional guidance to other members of the utility billing team. Receives, assesses, and responds to generic email accounts to provide customer service follow up.

Leads system testing for Billing System upgrades or new services, ensuring data accuracy and seamless integration.

Oversees issue identification and resolution, ensuring smooth implementation and process alignment.

Works in accordance with the provisions of applicable Health and Safety legislation and all City of Hamilton corporate and departmental policies and procedures related to Occupational Health and Safety.

Performs other duties as assigned which are directly related to the major responsibilities of the job.

QUALIFICATIONS

1. Demonstrated knowledge of accounting procedures and related financial reporting normally acquired through a combination of education and relevant work experience. A post-secondary education in accounting and/or business administration would be an asset.
2. Experience in working with large scale billing and reconciliation. Strong problem solving and mathematical skills. Highly developed analytical and technical skills with the ability to work under tight timelines.
3. Proven knowledge with billing and water meter functionality will be preferred. Familiarity with regulations, policies and by-laws governing utility billing will be considered an asset.

4. Excellent people skills including the ability to mentor, encourage and positively influence team members. Ability to make and take responsibility for immediate decisions and actions.
5. Highly effective facilitation, presentation, conceptual problem-solving skills required to run training sessions and to facilitate learning and focus sessions with utility billing clerks.
6. Ability to resolve customer issues that are unique and consist of multiple variables (technical, invoicing, billing configurations, and customer system configurations which may drive manual processes). Previous experience in a customer service environment, with the ability to multitask effectively.
7. Must be able to relate to public with tact and diplomacy. Demonstrated superior customer service, communication, and conflict resolution skills. Ability to work independently with minimal supervision, manage multiple assignments and operate within tight timeline restrictions.
8. Demonstrated experience using, relevant computer software applications (MS Office Suite 365, Customer Billing software, Scheduling Software and Databases) at an intermediate/advanced level. Proven keyboarding competency and accuracy and attention to detail is required.
9. Must be available to work on weekends as required.

THE INCUMBENT SHALL COMPLY WITH ALL HEALTH AND SAFETY POLICIES AND PRACTICES FOR THIS POSITION AND THE WORKPLACE.
