

# WATER REVENUE COLLECTIONS SUPERVISOR

## Milwaukee Water Works

**THE PURPOSE:** Under the direction of the Water Revenue Manager, the Water Revenue Collections Supervisor oversees the collections function for the Milwaukee Water Works (MWW) to provide accurate and efficient collections of outstanding and current Municipal Services bills. The person in this position supervises the cashier operation of the walk-in customer service center, including supervising and training three customer service representatives; manages delinquent accounts; processes accounts that are in bankruptcy; certifies outstanding account balances to the tax roll annually; communicates with customers who are behind in their bill payments; and serves as backup to the Water Customer Service Supervisor and the Water Revenue Manager in their absence.

### ESSENTIAL FUNCTIONS:

- Manage the Milwaukee Water Works (MWW) Cashier Section, which includes supervising three Customer Service Representative III's. Assist in the hiring process; provide orientation and detailed training on MWW's enQuesta system, bankruptcy processes, and customer service procedures; and provide daily supervision, payroll documentation, and administration of work rules, policies, and procedures.
- Manage the delinquent accounts of the Milwaukee Water Works. Process account transfers, refunds, and returned checks. Ensure that the MWW processes past due notices to customers and works to provide timely collections of past due revenue. Consult with customers to review large bills and work out payment plans as requested. Review account histories to ensure proper billing.
- Process bankruptcy claims submitted to the Water Department by noting account information, suspending billing, and setting up bankruptcy accounts in enQuesta. Work with the court system and City Attorney's Office to collect outstanding revenue through the bankruptcy system.
- Assist in the certification of unpaid bill amounts to the City of Milwaukee property taxes. Review tax roll information to ensure accuracy of dollar amounts to be transferred to the proper tax keys. Coordinate information by deadline with the City of Milwaukee Treasurer's Office. Follow up on collection of past due amounts to ensure proper accounts are being recorded.
- Assist the Customer Service Supervisor by responding to customers' questions and concerns regarding issues such as delinquent accounts, bankruptcies, returned checks, and the tax roll. Act as backup supervisor to the Customer Service group, which handles billing, in his or her absence.
- Assist the Water Revenue Manager in the billing processes to maintain on time billing system processes and serve as backup in his or her absence.
- Prepare reports on section activity for management.
- Perform other duties as assigned.

### CONDITIONS OF EMPLOYMENT:

- The person in this position may be required to work beyond the business day to meet deadlines.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

### MINIMUM REQUIREMENTS:

1. Bachelor's Degree with a major in business administration, accounting, finance, or a related field from an accredited college or university. **NOTE:** Copies of transcripts should be submitted with application -OR- sent to the City of Milwaukee, Department of Employee Relations, ATTN: Marti Cargile, Human Resources Representative, 200 E Wells St, Rm 706, Milwaukee, WI 53202. (Student copies are acceptable.)
2. Three years of professional experience in cash receipting, collections, and related customer service performing duties related to this position.

*Equivalent combinations of education and experience may also be considered.*

3. Residence in the City of Milwaukee within six months of appointment and throughout employment.

### DESIRABLE QUALIFICATIONS:

- Supervisory experience.
- Certified Public Accountant (CPA) designation.

### KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of basic accounting principles.
- Knowledge of bankruptcy rules, laws, and procedures.
- Ability to perform accurate financial calculations.

*Water Revenue Collections Supervisor*

- Computer skills; ability to master MWW's billing system, to manage and move data files in various formats, and to use software programs such as spreadsheet and word processing.
- Honesty, integrity, and professionalism.
- Oral and written communication skills.
- Analysis skills and sound judgment.
- Ability to plan, prioritize, and accomplish work under pressure; ability to meet strict deadlines.
- Meticulous attention to detail and ability to keep records organized and secure.
- Interpersonal, persuasion, and negotiation skills.
- Customer service skills, including the ability to deal with irate and upset customers both on the telephone and in person courteously, tactfully, and fairly.
- Ability to effectively supervise and coach staff in a high pressure environment.

**THE CURRENT SALARY RANGE (06) IS:** \$50,206 to \$70,295 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.

**THE SELECTION PROCESS** will be job related and will consist of one or more of the following: training and experience evaluation; written, oral or performance tests; or other assessment methods. The Department of Employee Relations reserves the right to call only the most qualified candidates to oral and performance examinations. Oral examinations may include written exercises. Selection process component weights will be determined by further analysis of the job.

The examination will be held as soon as practical after **December 17, 2010**. Receipt of applications may be discontinued at any time after this date without prior notice, however, recruitment may continue until the needs of the City have been met. Qualified applicants will be notified by mail of the date, time and place of the examination.

**APPLICATIONS** and further information may be obtained from [www.milwaukee.gov/jobs](http://www.milwaukee.gov/jobs) or in person or via mail from Department of Employee Relations, City of Milwaukee, 200 E Wells St, Room 706, Milwaukee, WI 53202-3554, or by calling 414-286-3751.

*The Milwaukee Water Works provides safe, abundant drinking water to residents and businesses in Milwaukee and 15 neighboring communities.*