

WATER COLLECTIONS SUPERVISOR

Recruitment #1606-4844-001

List Type Transfer/Promotional

Requesting Department DPW-WATER-BUSINESS

Open Date 7/22/2016 3:00:00 PM

Filing Deadline 8/12/2016 11:59:00 PM

HR Analyst Lindsey O'Connor

Introduction

THIS POSITION IS ONLY OPEN TO CURRENT CITY OF MILWAUKEE EMPLOYEES

Purpose

The Water Collections Supervisor supervises the revenue collection for the Milwaukee Water Works (MWW) including the management of the counter cashiering functions, review outstanding bills, manage bankruptcy accounts, certify outstanding account balances to the tax roll annually, communicate with customers who are behind on bill payments, coordinate water turn-off for delinquent accounts, and supervision of Customer Service Representative III (CSR-III) and Water Billing Specialist positions, to provide accurate and efficient collections of municipal services bills.

Essential Functions

Management of Revenue Collection Staff

- Direct supervision of revenue collection staff, including three CSR-IIIs and a Water Billing Specialist.
- Manage the collection of monies due the City, cashiering, accounts payable checks, and bankruptcy filings, monitoring and collections and cash handling processes including the training of staff in cashiering operations for Milwaukee Water Works.
- Monitor Water Billing Specialist work methods to provide direction and monitor proper bankruptcy proceedings and time frames are followed.
- Provide daily supervision, payroll documentation, and administration of MWW Business Section Major Work Rules, and policies and procedures.
- Assist in the hiring process for CSR-III position including orientation and detailed training of the MWW enQuesta system, bankruptcy processes and general customer service guidelines.

Management of Delinquent Accounts and Bankruptcies

- Process all account transfers, refunds and returned checks.
- Manage the delinquent accounts of the MWW including ensuring the processing of past due notices to customers and works to provide timely collections of past due revenue.
- Coordinate water shut-off procedures in compliance with PSC regulations.
- Manage MWW bankruptcy processes.
 - Monitor timelines and court proceedings to ensure timely filings and court actions that affect the utility's position to collect past due balances.
 - Ensure re-filing of MWW claims, if necessary.

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- Ensure detailed documentation of proceedings and processes is conducted and maintained properly.
- Process bankruptcy claims submitted to the MWW by noting account information, suspending billing and setting up bankruptcy accounts in the enQuesta system.
- Work with the court system and City Attorney's office to collect outstanding revenues through the bankruptcy system.
- Assist in the certification of unpaid bill amounts to the City property taxes. Review tax roll information to ensure the accuracy of dollar amounts to be transferred to the proper tax key. Coordinate information by the deadline with the City Treasurer's office. Follow-up on collection of past due amounts to ensure proper accounts are being recorded.

Additional Responsibilities

- Assist the Water Customer Service Manager by responding to customer questions and concerns regarding delinquent accounts, bankruptcies, returned checks, tax roll, etc.
- Act as Water Billing & Collections Manager in his/her absence to manage work unit, maintain timely billing processes and overall personnel administration of the work unit.
- Prepare detailed and accurate reports on section activity for management as assigned or requested.

Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990, as amended by the Americans with Disabilities Act Amendments Act (ADAAA) of 2008.

Minimum Requirements

- Regular status as a City of Milwaukee employee, having successfully completed a probationary period for a civil service position.
- Bachelor's degree in Business Administration, Accounting, Finance or a closely related field.
- Three years of professional experience as a lead worker or supervisor in cash receipting and one or both of the following areas: collections or customer service.

Equivalent combinations of education and experience may also be considered.

IMPORTANT NOTE: To receive credit for college, transcripts are required and must be received by the application period closing date. College transcripts should be attached to your online application. Applications without transcripts attached will be considered incomplete and will be rejected. Your transcript must be legible (readable) and include the following information: the university or college name, your name, the degree completed (if applicable) and the date the degree was completed.

Knowledges, Skills, Abilities & Other Characteristics

- Knowledge of basic accounting and finance principles and practices.
- Knowledge of bankruptcy rules, laws and procedures.
- Knowledge of supervisory principles and practices.
- Knowledge of Public Service Commission rules and regulations regarding water utility billing, accounting, collections, complaint processing and turn-off requirements.

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- Knowledge of and ability to use of computer programs and software such as financial management information system (Oracle/PeopleSoft), enQuesta, Cognos, SinglePoint and other financial management systems.
- Analytical and problem-solving skills.
- Customer service and interpersonal skills--ability to maintain effective relationships with coworkers, internal customers, and the public.
- Critical thinking skills to reason through possible strengths and weaknesses to develop conclusions or approaches to problems.
- Ability to be detailed and meticulous in documentation, archiving data, records and securing information.
- Ability to maintain high ethical standards for self, business partners and assigned work groups.
- Ability to use standard office software to create and maintain complex spreadsheets, word processing documents, and reports.
- Ability to communicate effectively, both orally and in writing.
- Ability to plan, organize, and prioritize work.
- Meticulous attention to detail and ability to produce accurate work under strict deadlines.

Current Salary

The current starting salary (PG 1DX) is \$54,865 for City of Milwaukee residents. The non-resident starting salary is \$53,616 annually.

Selection Process

THE SELECTION PROCESS will be job related and will consist of one or more of the following: an evaluation of related education, experience and accomplishments, written tests, interview, or other assessment methods. The Department of Employee Relations and the Office of the Comptroller reserve the right to call only the most qualified candidates to oral, performance tests or personal interviews. Information from the selection process will be used to make a hiring decision. Selected candidates will be transferred and/or promoted to the position.

Selected candidates must pass a credit/financial background review.

NOTE: Transfer/Promotional Opportunities and Promotional Examinations are not open to Milwaukee Public Schools employees or to the public. Only current non-probationary City of Milwaukee employees and civilian personnel in MFD and MPD hired through a City Service Commission process will be considered. Individuals with exempt, provisional, temporary or emergency appointments are not eligible for transfer/promotional opportunities.

NOTE: For current information regarding the status of the City of Milwaukee's residency requirement, please visit the Department of Employee Relations' Website: <https://city.milwaukee.gov/DER>. Please call 414.286.3751 if you have questions regarding your individual circumstances as part of the application and/or selection process. The City of Milwaukee values and encourages diversity and is an equal opportunity employer.