

EXHIBIT A



# TREASURY/UTILITY BILLING SUPERVISOR

Class Code:  
749-TB

Bargaining Unit: MS&C

CITY OF LOMPOC  
Established Date: Jan 19, 2016  
Revision Date: Dec 29, 2015

**DEFINITION/CLASS CHARACTERISTICS:**

**DEFINITION:** Under direction, to supervise treasury and utility billing functions including cashing, cash management, utility billing operations, utility collections operations and other areas of the treasury and utility billing divisions; to supervise divisional staff performing clerical and account maintenance duties; and to perform related work as required.

**CLASS CHARACTERISTICS:** The Treasury/Utility Billing Supervisor is a first line supervisory class responsible for the work of clerical and accounting staff involved in cashing, cash management, utility billing, utility collections, and customer service areas of the treasury and utility billing divisions. The incumbent oversees, reviews, and evaluates the work of the staff and advises and assists staff in the more difficult aspects of the work; particularly those related to customer payment and reconciliation issues. The Treasury/Utility Billing Supervisor participates in the work of the unit for purposes of training and to solve the more complex and technical problems associated with the work.

**ESSENTIAL FUNCTIONS/EXAMPLES OF DUTIES:**

Plans, schedules, assigns, and evaluates the work of clerical and accounting staff assigned to the treasury and utility billing sections; trains and instructs staff on technical aspects of work assigned; serves as mentor and advises subordinate staff assigned to specific functional areas of the division; participates fully in the work of the unit related to computer file maintenance and bill preparation; performs the more difficult paraprofessional accounting duties involving tasks such as reconciliation and report preparation; analyzes and prepares periodic and special reports; processes electronic payments for payroll, taxes, and other sources; processes release of liens; recommends and implements improvements in work methods, work flow, and desk procedures; coordinates with Finance, Utility Accounting and Information Technology divisions' staff on responsibility areas and activities, including, but not limited to cashing, cash management, utility billing, utility collections, and other related systems; communicates with customers regarding account service activity and researches and handles the more complex customer complaints; reviews subordinate clerical staff's work including daily cash reconciliation reports, analysis of daily bank account activity reports, account shutoff listings, utility billing including closing bills, collection account activity, and related utility service records capacity; and performs other

related work as required.

**TYPICAL QUALIFICATIONS:**

*Include any combination of training, education and experience which demonstrates an ability to perform the duties of the position. The typical qualifying entrance background is:*

**EDUCATION AND EXPERIENCE:** Possession of bachelor's degree or completion of business school courses in accounting, or a closely related area **AND** three (3) years of journey-level, skilled financial record keeping experience related to accounts receivable, cash management or utility billing, **AND** a minimum of one (1) year of work experience in a lead capacity. Experience in an electronic data processing environment **AND** college course work **OR** experience in supervision highly desirable.

**Substitution:** Qualifying work experience may be substituted on the basis of two (2) years of qualifying experience for one (1) year of college. Formalized accounting courses and certifications may be considered toward college course work requirement.

**LICENSE REQUIRED:** Possession of a valid and appropriate California Driver's License.

**KNOWLEDGE OF:** General record maintenance methods and practices in an electronic data processing environment; basic principles of office organization and management; modern office equipment and procedures; English usage, spelling, grammar and punctuation; business mathematics; accounting record keeping and reporting; and general principles of supervision and training.

**ABILITY TO:** Plan, assign and supervise clerical production-oriented work to meet deadlines; supervise the work of others; understand and carry out oral and written instructions; make mathematical calculations with speed and accuracy; maintain accurate records; prepare clear and accurate financial statements and reports and analyze accounting data; read, interpret, and apply specific requirements, procedures, and policies; detect errors and inconsistencies in written documents with a high rate of speed and accuracy; operate a personal computer, cashiering equipment, and calculator; and establish and maintain effective relationships with those contacted in the course of work.

**SUPPLEMENTAL INFORMATION:**

***PHYSICAL AND MENTAL/PSYCHOLOGICAL DEMANDS:*** *The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

**PHYSICAL:** **Strength category:** Light-exert force to 20 pounds occasionally, or 10 pounds frequently, or negligible force constantly. May involve significant standing, walking, pushing and/or pulling. Frequent fingering, typing. Occasional to frequent standing; occasional walking, sitting, bending, stooping, pushing, pulling, handling, gripping, grasping, twisting at the waist, reaching at, above and below shoulder level, extending neck upward, downward and side to side, climbing stairs. On rare occasion, climbing ladders, crouching, kneeling. **Vision:** Visual acuity which could be corrected sufficiently to perform

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the essential functions of the position; average depth perception needed. **Hearing:** Effectively hear/comprehend oral instructions and communication.

**MENTAL/PSYCHOLOGICAL:** Work cooperatively and interact appropriately with those contacted in the course of work, including the general public; respond quickly to changing priorities; communicate effectively orally; perform effective multi-tasking; utilize complex reading, writing and math skills; understand, remember and carry out complex job instructions; exercise tact, firmness and sound judgment regarding customer requests and complaints; work under pressure; work within deadlines; train other workers; and monitor, coordinate, and supervise the work of others.

**ENVIRONMENTAL CONDITIONS:** Constantly works indoors. On rare occasion works outdoors. Frequent use of a computer. Occasionally drives motorized equipment/vehicles. Works both alone and with others.