



CLASS TITLE | CUSTOMER ACCOUNTING SUPERVISOR

PAY GRADE: EX-32 | www.cityoftulsa.org/pay

Class Code: 1162

Effective Date: 05/29/2024

*****THIS CLASSIFICATION INCLUDES A PAY INCREASE OPPORTUNITY – OUTLINED BELOW*****

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for administrative, supervisory, and professional accounting work in directing the Customer Credit Section of the Public Works Department; and performs other related assigned duties.

ESSENTIAL TASKS:

- Provides direction and coordination for the customer credit function ensuring effective and accurate accounting procedures are followed and customers receive quality service
- Performs and participates in internal audits associated with customer accounting, billing, and credit functions
- Develops and implements new procedures and methods to improve the effectiveness of the work unit
- Participates in the development, maintenance, and utilization of on-line accounting computer systems and directs subordinates in use of the various systems
- Insures credit work is performed on a regular basis so proper account balances are maintained
- Maintains accounts receivable collections at 99% and uncollectible accounts under 1%
- Coordinates with outside collection agency to optimize collections on closed accounts
- Analyzes computer billing system for errors and controls and recommends needed changes
- Provides financial and statistical reports
- Investigates and resolves customer complaints and assists subordinates with difficult decisions regarding delinquent accounts
- Performs special studies and provides department with reports and data necessary for rate changes and operational decisions
- Develops and performs personnel management activities including hiring, training, evaluating, and discipline within the work unit within department and section guidelines subject to section manager review and approval
- Monitors safety and safety education for the work group
- Reports to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:

Training and Experience: Must meet one of the following criteria:

1. a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and**,
b) Six (6) years of progressively responsible experience in utility services, employee supervision, accounting, and data processing systems.

Or

2. a) Completion of sixty (60) hours of college credit from an accredited college or university; **and**,
b) Four (4) years of progressively responsible experience in utility services, employee supervision, accounting, and data processing systems.



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PAY INCREASE OPPORTUNITY

Employee will be eligible for a one-step increase upon completion of one (1) year of satisfactory performance in the position and completion of one hundred twenty (120) hours from an accredited college or university.

Knowledge, Abilities and Skills:

Knowledge of:

- Considerable knowledge of accounting and data processing systems
- Considerable knowledge of modern office procedures and record keeping
- Good knowledge of procedures, policies and practices involved in billing, collection, and accounting activities within large private or public organizations

Ability to:

- Plan, organize, and supervise the work of an accounts-clerical group
- Establish, maintain and audit accounting records
- Maximize resource utilization
- Utilize the highest level of interpersonal skill in order to understand, select, develop, and motivate people at any level within or outside the organization

Physical Requirements: Physical requirements include arm and hand dexterity enough to use a keyboard and telephone; occasional lifting, carrying, pushing, and pulling up to 20 pounds; may be subject to walking, standing, sitting, reaching, balancing, bending, kneeling, handling, and climbing; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors in an office setting.

EEO Code: E-02

Group: Fiscal

Series: Financial Management