

CIVIL SERVICE COMMISSION  
WATERBURY, CONNECTICUT  
**OPEN COMPETITIVE EXAM #1957**

**OPEN COMPETITIVE EXAMINATION FOR: Billing Supervisor Water and WPC**

**Salary:** \$52,440.77~ \$64,094.28 per yr.

**FRINGE BENEFITS:** Choose from three available health insurance plans (employee contributions vary) Prescription Drug Rider, Dental Plan; Group Life Insurance for Individual; Retirement Plan; paid Holidays; paid Vacation; paid Sick Leave; Personal Days.

**LAST DAY FOR FILING APPLICATIONS**

Applications, which may be obtained at the Civil Service Office, or by visiting our website at [www.waterburyct.org](http://www.waterburyct.org) will be accepted at the Civil Service Office, Chase Municipal Building, 236 Grand St., Waterbury, CT 06702 by 4:50 p.m. on:

**June 3, 2011**

**IMPORTANT:**

1. Veterans - Veteran's points will be awarded in accordance with the Connecticut State Statute. Five (5) for non-disabled veterans, ten (10) for disabled veterans. Proper documentation must be submitted to the Personnel Director before the date of the examination.
2. Residents - Residency points shall be added in accordance with the amendment to the Civil Service Ordinances dated March 18, 2011. Proper documentation and proof of residence must be submitted no later than the closing date for applications.

**EXAMPLES OF DUTIES:**

Develops and implements utility billing policies and procedures, system improvements and upgrades; Supervises and coordinates the utility billing process and recording of billing information and transactions; Supervises and coordinates administrative staff in the creation, maintenance and termination of customer accounts; Acts as liaison with internal and external departments to implement daily activities concerning customer accounts; Supervises, trains reviews and evaluates employees; Prepares reports of revenue billing and adjustment information to the Finance Department, Bureau of Water and Water Pollution Control and others as required; Resolves difficult technical and operational problems with meter reading and utility billing operations, as well as difficult customer problems and complaints; Computes charges, interest and other financial data including billing corrections and adjustments, makes recommendations to Business Managers, Department Heads, and Boards of Aldermen and Public Works; Serves as liaison to IT Department and vendors relative to utility billing software; Plans and conducts regular meetings with Controller, Collections Manager and billings and collections staff; Schedules and monitors utility division staff on a daily basis to optimize service levels and maintain department performance; Performs other duties as required.

**REQUIRED KNOWLEDGES, SKILLS AND ABILITIES:**

Good knowledge of computer software applications, including word-processing, spreadsheet, database and internet software applications and automated billing systems; Good knowledge of basic mathematics; Ability to supervise and train employees; Ability to interpret and apply the provisions of the City Charter, Connecticut General Statutes, and the rules of the Department of Public Utilities governing the billing of utility accounts; Ability to communicate effectively orally and in writing; Ability to evaluate, identify, and oversee implementation of technology changes to utility billing system; Good interpersonal skills.

**IN ORDER TO BE CONSIDERED FOR THIS POSITION YOU MUST INDICATE ON YOUR APPLICATION THAT AS OF THE CLOSING DATE YOU HAVE THE FOLLOWING EXPERIENCE:**

Bachelors Degree in Business, Accounting or Finance plus five (5) years experience working with an automated high volume billing and collection system, to include preparing and analyzing collection and receivable reports or an Associates Degree in Business, Accounting or Finance plus seven (7) years experience working with an automated high volume billing and collection system, to include preparing and analyzing collection and receivable reports and two (2) years experience providing technical or general supervision to others required.

- This position is covered under the written agreement between the City of Waterbury and the Waterbury Municipal Administrators Association Union. The Parts and Weights for this examination will be determined prior to conducting the exam.
- Individuals appointed shall be required to serve a working test period which will be, in effect, the final phase of the examination.
- APPEAL PROCESS: An applicant may appeal a notice of rejection of his/her application to the Civil Service Commission within seven (7) days of receipt of such notice. Please notify the Civil Service Office of a change in address. Notification will be mailed to the address written on your application.

**THE CITY OF WATERBURY IS AN EQUAL OPPORTUNITY EMPLOYER**

05/11/2011

E.O.E. M/F/H/V