



# CITY OF BROOKSVILLE

## JOB DESCRIPTION

**POSITION TITLE: Customer Service & Utility Billing Supervisor**  
**DEPARTMENT: Public Works**  
**DIVISION: Utilities**  
**SUPERVISED BY: Director of Public Works**

**JOB SUMMARY/OVERVIEW OF THE POSITION:** The Customer Service & Utility Billing Supervisor oversees daily operations of the City's utility billing and customer service functions within the Utilities Department. This position ensures accurate billing, collection, and account management for utility services while providing high-quality customer service to residents, businesses, and internal stakeholders. Responsibilities include supervising staff, managing billing processes, resolving escalated customer issues, and ensuring compliance with City policies and applicable regulations. This position is designated as essential personnel and will be required to work during emergency operations, including severe weather events and natural disasters. Employees must participate in emergency preparedness and response activities, and complete required NIMS (National Incident Management System) training as directed.

### **ESSENTIAL JOB FUNCTIONS:**

- Supervise, train, and evaluate customer service and utility billing staff; assign work and monitor performance.
- Oversee the preparation, review, and distribution of utility bills to ensure accuracy and timeliness.
- Monitor, audit, and reconcile customer billing records; authorize billing adjustments, payment arrangements, and account corrections.
- Manage collection processes, including delinquent accounts, service interruptions, and coordination with external agencies.
- Handle and resolve complex or escalated customer disputes and complaints in a professional manner.
- Ensure compliance with City ordinances, utility regulations, and financial control procedures.
- Review, update, and recommend improvements to utility billing policies, procedures, and practices.
- Oversee financial transactions including payments, deposits, refunds, and account reconciliations.
- Generate reports for management, auditors, and City Council as requested.
- Coordinate with other City departments, meter readers, and vendors to address service issues.
- Maintain accurate customer service and billing records; ensure data integrity in billing systems.
- Perform other related duties as assigned.

## **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of utility billing systems, accounting principles, and financial recordkeeping.
- Knowledge of customer service practices, conflict resolution, and municipal utility operations.
- Skill in supervising, training, and evaluating staff performance.
- Skill in the use of Microsoft Office Suite (Word, Excel, PowerPoint, Outlook) and database-oriented software.
- Skill in managing billing processes, account adjustments, and delinquency actions.
- Ability to communicate effectively, both verbally and in writing, with staff, customers, and management.
- Ability to analyze data, prepare reports, and recommend process improvements.
- Ability to handle sensitive or confidential information with integrity.
- Ability to work independently, prioritize tasks, and meet deadlines.
- Ability to maintain professionalism and composure in stressful or high-volume situations.

## **PHYSICAL SKILLS:**

- Frequent sitting, standing, stretching, reaching, bending, squatting, walking, and handling objects (up to 15 lbs).
- Occasional pushing, pulling, kneeling, climbing, balancing, and medium lifting/carrying (up to 30 lbs).
- Use of hands, arms, fingers, and voice for typing, talking, and operating office equipment.
- Good eyesight and hearing (corrective devices acceptable).
- Equipment used: personal computer, telephone, copier, fax, calculator, and other small office devices.

## **EDUCATION, TRAINING AND EXPERIENCE:**

- High School Diploma or GED issued by an accredited State Board of Education required.
- Associate's or Bachelor's degree in Accounting, Finance, Business Administration, or a related field preferred.
- Minimum of three (3) years of experience in customer service, billing, or finance, preferably in a municipal or utility setting.
- Two (2) years of supervisory experience required.

**LICENSES, CERTIFICATIONS OR REGISTRATIONS:** Valid Florida Driver's License – Class E.

**ADA STATEMENT:** *A qualified employee or applicant with a disability may be afforded a reasonable accommodation to perform the essential job functions of a position in compliance with the Americans with Disabilities Act.*

**DRUG-FREE WORKPLACE:** *City of Brooksville is a drug-free workplace in accordance with Federal and Florida law.*

**VETERANS' PREFERENCE:** *Under Section 295.07, F.S., Chapter SSA-7, City of Brooksville provides to Veterans, that preference in appointment will be given to preference-eligible applicants.*

**HR INFORMATION**

**REVISION DATE: 10/2025**

**FLSA STATUS: Exempt**

**PAY GRADE: See current pay scale**