

Springfield Water and Sewer Commission

Billing and Data Entry Supervisor – Agawam, MA

Under the direction of the Customer Service Manager, the Billing / Data Entry Supervisor schedules and supervises the billing of Commission customers and the recording of customer payments and adjustments and provides support to Customer Service Representatives and the Collections Manager. This is an exempt position without overtime.

RESPONSIBILITIES INCLUDE:

- Prepare meter reading routes and import readings into the billing system.
- Review meter change out records to insure proper billing.
- Review charges to be applied to customer accounts for services such as new water and sewer hookups.
- Service turn off and turn on, meter and service repairs, etc.
- Generate, and review all bills, print and mail in-house bills along with upload bill file to vendors.
- Calculate and/or review up-to-date account balances for real estate closings.
- Review all payments and approved adjustments on customer accounts and prepare proof lists and journal entries for the ledger.
- In conjunction with the collection Manager, research payment plans for overdue customers and administer shut off for non-payment.
- May be required to arrive before or stay late beyond standard working hours during monthly billing cycles and office hours coverage.
- Provide day to day supervision of Customer Service Staff.

Education and Experience:

- High School diploma required, Associates or Bachelor's Degree in Business preferred.
- Three (3) years' experience with the Commission's billing systems, the billing systems of a similar organization.
- Working knowledge of entire utility billing and collection process.
- Working knowledge of modern accounting practices.
- Working knowledge in creating and updating spreadsheets and ledgers.
- Ability to address the public under stressful circumstances in a fair, calm and understanding way and obtain positive results.
- Ability to prepare financial reports and keep financial records.
- Ability to work within multiple utility software systems to gather and analyze information.
- The individual must have a working knowledge of the Microsoft Windows operating system and Microsoft Office programs including Word, Excel, and Access.
- Must possess and maintain a current Massachusetts Driver's License.

Please submit a cover letter describing your interest and qualifications for the position along with your salary requirements, and a resume highlighting relevant work experience. All materials should be merged into a single pdf document and emailed to Stephanie.douglass@waterandsewer.org.

The Springfield Water and Sewer Commission is an AA/EOE.