

**BUTLER COUNTY COMMISSIONERS PERSONNEL OFFICE  
ANNOUNCEMENT OF VACANCY**

**Posting Date:** 3/19/2024

**Response Deadline:** until filled

<b>Agency:</b> Water & Sewer	<b>Job Title:</b> Utility Accounts Supervisor
<b>Classified</b> <input checked="" type="checkbox"/> <b>Unclassified</b> <input type="checkbox"/>	<b>Bargaining Unit:</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
<b>Overtime Exempt</b> Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>	<b>Salary:</b> \$55,055.52 - \$82,254.43
<b>Work Location:</b> 130 High St, Hamilton, OH 45011	<b>Hours of Work:</b> 8:00a – 5:00p M-F

**ESSENTIAL FUNCTIONS:**

**Customer Service - 40%**

Oversee and perform the process by which water and sewer system bills are generated utilizing a customer information system. Perform billing, investigate billing issues and resolve customer disputes in accordance with BCWS policy. Coordinate the hearing board process, research and resolve ERU issues, monitor large user accounts, handle customer call escalations, and retain and archive billing and meter reading documents in accordance with record retention policy.

**Reporting– 40%**

Generate monthly reports, analyze reports to detect billing and payment issues, monitor payments and manage the certification of delinquent bills. Perform account adjustments, research and resolve pay-in issues and assure all work is done to meet billing deadlines.

**Supervision – 15%**

Supervise the utility clerks and business specialists in the customer care section. Direct the daily and weekly work of the customer care section. Conduct performance appraisals, recommend discipline, promote and train staff on skills as needed. Can fill in for the Customer Care Manager in their absence.

**Other duties as required - 5% of the time**

Replace Clerk III or II in the event of an absence; train Clerk III or IIs and periodic work with other aspects of accounting and general office work within the Department; and other duties as required.

**REQUIRED QUALIFICATIONS:**

Must have high school degree or the equivalent thereof with coursework in general office and data processing techniques. Pertinent experience would include such things as general office record keeping or billing, customer service (i.e., resolving customer complaints), managing fiscal accounts, county government policies and procedures, and accounts payable systems. A high level of computer literacy including spreadsheet, word processing and data base software is required.

**SELECTION PROCEDURE:** Resumes and Interviews

**SUBMIT COVER LETTER AND RESUME TO:** [resumes@bcOhio.gov](mailto:resumes@bcOhio.gov) (indicate job title in subject line)

**BUTLER COUNTY WILL CONSIDER INTERNAL APPLICANTS PRIOR TO EXTERNAL APPLICANTS**

Pursuant to the Americans with Disability Act of 1993, Butler County will consider all qualified applicants for employment, including persons with disabilities. The applicant must be able to perform the essential functions of this job with or without reasonable accommodation. Upon the request of any qualified applicant, this office will evaluate any reasonable accommodation that may be needed to enable a disabled person to participate in the application process or perform these essential duties.

**AN EQUAL OPPORTUNITY EMPLOYER**