



[Town of Herndon, VA | Home \(herndon-va.gov\)](http://herndon-va.gov)

Water Billing and Customer Service Supervisor

- **Type: Full Time**
- **Salary/Pay Rate: \$51,370.28 - \$73,386.04 dependent on qualifications.**
- **HOURS:**
Monday - Friday
8am - 5pm (Extended hours may be needed during busy deadlines)
- **Work Location:**
777 Lynn Street, Herndon, VA 20170; Herndon Municipal Center

BRIEF DESCRIPTION:

The Town of Herndon has an immediate need for a Water Billing and Customer Service Supervisor in the Finance department. This department is responsible for the management of the town's financial resources in a professional and accountable manner.

DUTIES:

- **Manages the utility (water and sewer) billing operations for the town, including processing and printing/sending of utility bills, ensuring accuracy; responds or directs staff to respond to customer and internal inquiries regarding billing; determines delinquent and final statuses and directs issuance of notices; follows-up on delinquent accounts by sending to collections and Virginia debt set-off program; ensures all water and sewer commodity rates, peak usage rates, recycling fees and quarterly billing charges comply with town adopted rate schedules.**
- **Prepares final bills, door hangers and utility cut-off notices in accordance with the Town Collection process.**
- **Reviews adjustments to customer accounts and meter exchanges as needed.**
- **Performs administrative functions, including but not limited to reviewing various reports, proper handling of incoming and outgoing correspondence, collecting, and**

analyzing information, supervising management of files and records, approving department purchases and directing customer interaction.

- Supervises and trains new and current division employees; prepares and conducts division employee performance evaluations; handles division employee matters, processing employee concerns and problems, directing work, counseling, and discipline, in conjunction with supervisory chain.
- Prepares annual budget request for Water/Sewer Customer Service division and submits it to Director of Finance for approval.
- Compares the bill amounts to the revenue accounts and completes a reconciliation worksheet monthly.
- Provides input on rate structure and rate analysis.
- Makes recommendations for updates to water & sewer sections of the Code of the Town of Herndon.
- Assumes the role of subject matter expert for the Munis Utilities module and the automated meter reading software (currently Badger) and works with Management Information Systems Analyst on any required module upgrades/conversions.
- Performs other duties as required, such as but not limited to, assisting with Water Meter Reader job duties.

REQUIREMENTS:

- High school diploma or GED required.
- Two or more years' experience in a customer facing role required.
- Experience with billing strongly preferred
- Bachelor's degree in accounting, finance or business strongly preferred.
- Supervisory experience strongly preferred.
- Experience with Tyler Technologies Munis software strongly preferred.
- Valid driver's license with acceptable record

Due to the nature of a government providing services to the public, the majority of the essential duties of this position are required to be fulfilled at the designated worksite in the town.

Interested? Please use the link below to apply:

[Water Billing and Customer Service Supervisor | Careers | Town of Herndon, VA
\(herndon-va.gov\)](http://herndon-va.gov)