



POSITION OPEN

**FINANCE DEPARTMENT
UTILITY BILLING SUPERVISOR**

Job Posting Date – April 15, 2019

The City of Conway is accepting applications for the position of Utility Billing Supervisor. This position oversees and manages the daily functions of Utility Billing Services including customer service, supervisory functions, policy and procedures, and billing process. Primary emphasis is given to establishing and maintaining effective plans, procedures and operations to ensure proper customer service, effective response to customer complaints, meter reading, billing and payments, and, depending upon assignment, meter installation and/or meter repair. Receives general direction from the Assistant Finance Director and reports to the Finance Director.

Must have thorough knowledge of the policies and procedures related to utility services, customer accounts and billing processes; general knowledge of accounting and financial management procedures; general knowledge of effective methods and techniques of customer service; general knowledge of effective supervisory and performance management procedures; general knowledge of office procedures, methods and equipment including computers; general knowledge of pertinent federal, state, and local codes, laws and regulations; ability to maintain and update a variety of accurate files, records and reports; ability to communicate clearly and concisely, both orally and in writing; ability to maintain effective relations with customers at all times.

Minimum Experience and Training: Associate's degree in accounting, business administration or related field, with a minimum of six years of experience in utility billing, accounting or related activities, preferably in a municipal setting; or any equivalent combination of education, training and experience that provides the required knowledge, skills and abilities. Supervisory experience preferred. Must possess a driver's license valid in the State of South Carolina.

Entry level pay for this position is \$39,466.

Interested persons should submit an application to: Lynn S. Smith, Human Resources Director, PO Box 1075, Conway, SC 29528. Applications may be obtained from the SC Department of Employment & Workforce Center at 200-A Victory Lane, Conway, SC 29526 or downloaded from the City's website at www.cityofconway.com. Deadline to apply for this position will be Monday, April 29, 2019.

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