



**EMPLOYMENT OPPORTUNITY  
WITH THE  
CITY OF LA MARQUE**

**POSITION AVAILABLE: UTILITY BILLING SUPERVISOR**

<b>GENERAL DESCRIPTION:</b>	Under general supervision, supervises activities of the Utility Billing Department. Employee is responsible for supervising a staff of 6.5. Employee is also responsible for: ensuring utility and sanitation customers are served during office hours, balancing daily deposits to General Ledger and Utility Billing, posting all utility/sanitation cash receipts and receivable journal entries, maintaining customer records, resolving customer complaints, reconciling utility/sanitation receivables and liabilities, approving utility adjustments and transfers under \$100, approving utility/sanitation billing registers before printing of bills, assist with year end journal entries relating to utilities/sanitation, assist with forecasting and budgeting utility/sanitation revenues as well as Utility Billing and sanitation expenditures, preparing requested reports, and monitor departmental performance as well as subordinates' performance regularly. Work also involves performing other necessary duties to assist City operations including customer service. Reports to the Finance Director.
<b>MINIMUM TRAINING/EXPERIENCE:</b>	<ul style="list-style-type: none"><li>• Associate or Bachelor's Degree in Public or Business Administration or related field preferred.</li><li>• 3 to 5 years of Supervisory experience of a Utility Department or equivalent experience required.</li><li>• Knowledge of AMI meters required.</li><li>• Required to be highly customer service oriented; provide evidence of previous extensive training.</li><li>• Bilingual preferred.</li></ul>
<b>SALARY:</b>	\$55,000 – \$ 62,422.88 Annually (Depending on Qualifications)
<b>DEADLINE:</b>	Open Until Filled

An application must be completed and may be obtained on the City's website at [www.cityoflamarque.org](http://www.cityoflamarque.org) The City of La Marque is an Equal Opportunity Employer (EOE). Go to the "Employment" tab to print an Employment Application. Employment Applications may be hand delivered or mailed to the City of La Marque City Hall at the address listed below or faxed to 409-935-0401.

**City of La Marque  
1111 Bayou Road**

**See attached the job description and employee benefits.**

**Title:** Utility Billing Supervisor

**Department:** Utility Billing

**Grade Level:**

**FLSA Status:** Exempt

**Reports to:** Finance Director  
UB Staff

**Immediate Subordinates:**

### **Job Summary**

Under general supervision, supervises activities of the Utility Billing Department. Employee is responsible for supervising a staff of 6.5. Employee is also responsible for: ensuring utility and sanitation customers are served during office hours, balancing daily deposits to General Ledger and Utility Billing, posting all utility/sanitation cash receipts and receivable journal entries, maintaining customer records, resolving customer complaints, reconciling utility/sanitation receivables and liabilities, approving utility adjustments and transfers under \$100, approving utility/sanitation billing registers before printing of bills, assist with year end journal entries relating to utilities/sanitation, assist with forecasting and budgeting utility/sanitation revenues as well as Utility Billing and sanitation expenditures, preparing requested reports, and monitor departmental performance as well as subordinates' performance regularly. Work also involves performing other necessary duties to assist City operations including customer service. Reports to the Finance Director.

### **Essential Job Functions (Must be performed with or without accommodations)**

- Assigns, directs and supervises activities of utility staff, ensuring adherence to established policies, procedures and standards; assists and advises subordinates, adhere to all City policies and procedures as outlined in the Employee Handbook, in particular:
  - Attendance Policy
  - All Safety Policies and Procedures
  - Appropriate business casual attire for office personnel and proper uniform attire for those departments necessary, resolving problems as non-routine situations arise.
  - Employee appropriate business conduct among coworkers and supervisor, and toward customers.
- Administers or makes recommendations for routine personnel matters affecting subordinates. Including recruiting, interviewing, hiring, assigning, scheduling, granting leave, appraising and disciplining, etc., submitting such records and reports as required by City management.
- Coordinates meter reading operations; edits and approves meter reading data, and transfers to appropriate computer files.
- Determines appropriate deposit amounts for commercial and residential water service; prepares bank deposits for water payments;
- Approves adjustments on water bills under \$100, within written policies and with appropriate documentation. Shall receive approval from Finance Director and City Manager for any adjustment exceeding \$100.
- Submits adjustment reports to Finance Director and City Manager for review.
- Reviews, reconciles, and approves bills to city from refuse collection service vendor; reviews and bills customers for vendor's charges.
- Assists customers with problem resolution regarding service and billing.
- Utilizes computerized data entry equipment and various word processing, spreadsheet and/or file maintenance programs to enter, store and/or retrieve information as

requested or otherwise necessary; summarizes data in preparation of standardized reports.

- Prepares reports to Finance Director of activities within Utility Billing department including all work orders with descriptive task, assigned staff, and status, adjustments with justifications and resolutions, billing registers reviewed by supervisor, listing of accounts requiring rereads and justifications, listing of accounts with estimated bills and justifications, sanitation reconciliation report, and any other reports deemed necessary by Finance Director.
- Establishes and maintains a variety of complex files, filing and retrieving information as requested or otherwise necessary.
- Must be knowledgeable of all utility billing and sanitation ordinances approved by Council and responsible for updating these ordinances as appropriate.
- General knowledge of Local Government Code relating to Utility Billing and Sanitation.

**Minimum Education, Training and Experience**

- Associate or Bachelor’s Degree in Public or Business Administration or related field preferred.
- 3 to 5 years of Supervisory experience of a Utility Department or equivalent experience required.
- Knowledge of AMI meters required.
- Required to be highly customer service oriented; provide evidence of previous extensive training.
- Bilingual preferred.

**EMERGENCY OPERATION CLASSIFICATION: TIER 1** - Employees with specific responsibilities who remain in the City, on the job, and/or at a designated location during an emergency

NOTE: The above statements are intended to describe the general nature and level of work being performed by the person assigned to this job. They are not intended to be an exhaustive list of all responsibilities, duties, skills and physical demands required of personnel classified.

APPLICANT: Are you capable of performing in a reasonable manner the activities involved in the job or application for which you have applied? Yes/No \_\_\_\_\_

## Benefits for City of La Marque Employees

**Medical Insurance** (Blue Cross Blue Shield): City pays the full premium for the employee only. Dependent coverage is offered but is paid by the employee.

**Dental/Vision/Life Insurance** (MetLife): City pays the full premium for Dental Insurance for the employee only. Dependent Insurance is offered but is paid by the employee.

City offers Vision Insurance for employee & dependents but not paid by the City. Very low premium offered to the employees.

Life Insurance: \$50,000 Basic Life Insurance for an employee.

All insurance does not go in to effect for new hires until 30 days after their hire date and the first of the next month.

**TMRS (Texas Municipal Retirement System):** Each employee contributes 7% of salary per pay period into the TMRS retirement system. Once the employee is vested (5 years of service), the City matches it 2-1 by time of retirement. Eligibility for retirement is 20 years of service or reaches age 60 whichever comes earlier plus vested five years.

**Vacation/Sick Leave:** Each employee earns 6.7 hours of vacation per month and 8 hours of sick leave per month.

**Holidays:** Employees have 12 paid holidays a year.

New Year's Day

Martin Luther King Birthday

Good Friday

Memorial Day

Juneteenth

Independence Day

Labor Day

Veteran's Day

Thanksgiving Day

Day after Thanksgiving

Christmas Eve

Christmas Day

**Longevity Pay:** When an employee reaches 12 months of service with the City, the employee will start earning \$6.00 a month of longevity pay. The next November they will receive a paper check for the total accumulated. It adds up every year.

**Mission Square Retirement (457 Plan):** This is similar to a 401K. A 457 Plan is a retirement savings plan and investment vehicle with tax advantages. This is a supplemental retirement plan offered to employees besides the TMRS plan. Our Mission Square package also includes the Roth IRA feature to allow tax-free benefits from our investments

**Deer Oaks Employee Assistance Program:** A free, confidential benefit offering short-term counseling, resources and referrals for employees and the employee's dependents.

**Premier Pension Solutions** (Section 125 Cafeteria Plan): This is a Health Care Flexible Spending Account (FSA) and /or Health Reimbursement Account (HRA) dollars can be used for a variety of out-of-pocket health care expenses that qualify as federal income tax deductions under Section 213(d) of the internal Revenue Code ("IRC").

**La Marque, Texas 77568**