



Vacancy Announcement
Utility Accounting and Revenue Supervisor
Open Until Filled
Payrate: Based on qualifications and experience

The City of Wheeling is in search of a Utility Accounting and Revenue Supervisor to provide support and service to the Water Department. Under general direction of the Water Superintendent, supervises the revenue, billing and collection for water, sewer, and sanitation services for the citizens of the City of Wheeling.

- Plans, directs, and coordinates the activities of the Water Commercial staff including payroll, recommendations for hiring, assigning, and reviewing work, performance evaluation, scheduling leave, and providing daily work instruction.
- Assists in the preparation of and monitors the Division budget.
- Ensures appropriate distribution and accountability for decision making and the authority to act.
- Assures that services delivered by staff meet quality and timeliness standards.
- Supervises the billing, collection, meter readings, recording and adjustment of accounts.
- Assists customers in solving billing related problems.
- Reviews and inspects field operations and installations.
- Ensures customers receive instructions on how to open account and apply for various services available.
- Orders service or disconnection as appropriate.
- Balances, posts, verifies, and prepares receipts, collections, and deposits.
- Analyzes and seeks resolution to operational problems. Establishes and reviews meter routes in existing and new areas.
- Prepares reports and maintains records. Manages tracking and collection all returned checks.
- Oversees and determines allowable leaks, completing adjustments for the same according to the city's Leak Allowance Policy.
- Manages and approves all payment extensions for City customers. Attends court when necessary, regarding unpaid accounts and coordinates other legal needs with City Solicitor. Manages all Deferred Payment Agreements (DPA) on large balances/unpaid bills.
- Performs related duties as assigned.

Applicants meeting the following minimum qualifications are encouraged to apply:

- Bachelor's degree in related field and six (6) years of full-time experience in a progressively responsible position, including two (2) years supervisory experience.

- Or an equivalent combination of experience and education which indicates possession of the knowledge, skills and other characteristics may be substituted for the above qualifications.
- Must possess a valid driver's license.

Applications must be submitted through the City of Wheeling's applicant portal. You may view detailed job descriptions and complete an application by visiting the City's website at <https://www.wheelingwv.gov/departments/HumanResources> and selecting the "Apply Here" link.

The City of Wheeling is an Equal Opportunity Employer and prohibits discrimination in any aspect of employment. The City shall provide equal opportunity to all qualified employees and applicants for employment without regard to race, creed, color, sex, religion, national origin, age, disability, veteran status, political affiliation or other characteristics protected by law. In addition, the City complies with applicable state and local laws governing non-discrimination in employment. The City will take positive action to ensure fulfillment of this policy in all areas of employment.