

## CITY OF ST. LOUIS CLASSIFICATION SPECIFICATION

### CLASSIFICATION

**TITLE:** Billing Supervisor

**CLASS CODE:** 1192

### GENERAL DESCRIPTION OF DUTIES:

Incumbents supervise billing and collection of moneys due for city-provided services.

### DISTINGUISHING CHARACTERISTICS:

This is a journey-level professional classification in the General Clerical Series – Billing Services Group job family within the City of St. Louis. Incumbents perform a limited variety of routine to moderately complex duties. The distinguishing characteristics of this classification within the series include responsibility for supervising collection of moneys due the city from individuals and other sources.

Incumbents work under general supervision. While workers require some supervision in most assignments, they are free to develop their own work sequences within established procedures, methods and policies. They are generally subject to periodic supervisory checks.

This is a supervisory class, delegated on a regular daily basis the accountability and signature authority, for actions and decisions that directly impact the pay status and tenure of **two or more full time equivalent** positions. The supervisory duties must include:

Providing documentation to support corrective and disciplinary actions

Signing performance plans and appraisals

Resolving informal grievances or formal grievances at the first step

Starting the hiring process, interviewing applicants and recommending hires, transfers or promotions.

The supervisor has authority to plan, organize, assign and direct the work of other agency employees, and is accountable for the work performance of those employees.

**EXAMPLES OF WORK (Illustrative Only):**

*(The list of duties is intended to be representative of the duties performed in positions within this classification. It does not include all the duties that may be assigned to a position and is not necessarily descriptive of any one position in this class.)*

Plans, organizes, assigns and directs the work activities of subordinate staff to realize the unit's work goals and to ensure the consistent application of unit and/or technical policies, procedures and guidelines.

Confers with and counsels subordinate staff to exchange information and/or explain work policies, procedures and guidelines; and identify work-related problems, problem characteristics, impact and formulate possible solutions.

Reviews and compares work performance and/or products of subordinate staff with established standards to determine employee production levels, training needs and to determine for recommendation to agency management appropriate personnel actions such as promotions, disciplinary actions, status changes, separations and grievance dispositions.

Trains subordinate staff in the work principles, policies and or procedures to maintain and/or improve the production levels of employees in accordance with established work performance standards.

Processes daily payments.

Serves as primary systems operator for automated billing system. Installs software and creates back up files for billing system information. Updates billing records including addresses of debtors and responsible parties. Prints and mails billing statements and claim forms.

Prepares refund vouchers.

Receives and resolves billing complaints. Refers accounts for collection and notifies collection agencies of payments.

Assists in developing billing policies and procedures.

Performs random audits of accounts to verify accuracy and completeness of billing process.

Reviews and approves account adjustments.

Orders billing supplies.

Performs other duties as assigned.

**KNOWLEDGE, SKILLS AND ABILITIES:**

**Data Utilization:**

Requires the ability to perform mid-level data analysis including the ability to audit, deduce, assess, conclude and appraise. Requires discretion in determining and referencing such to established criteria to define consequences and develop alternatives.

**Human Interaction:**

Requires the ability to provide first line supervision. Ability to persuade, convince, and train subordinates. Ability to advise and provide interpretation to debtors and billing staff regarding the application of policies, procedures and standards to specific situations.

**Equipment, Machinery, Tools and Materials Use:**

Requires the ability to operate a variety of office equipment such as computer terminal, typewriter, telephone, fax machine, calculator/adding machine, computer printer and photocopier.

**Verbal Aptitude:**

Requires the ability to utilize a variety of advisory data and information such as billing statements, account records, receipts, attendance records, personnel policies, performance evaluations, billing manuals, contracts, computer software operating manuals, audit reports, directories, procedures, guidelines and non-routine correspondence.

**Mathematical Aptitude:**

Requires the ability to perform addition, subtraction, multiplication, division; calculate percentage and decimals.

**Functional Reasoning:**

Requires the ability to apply principles of influence systems such as supervision, managing, leading, teaching, planning, coordinating and controlling. Ability to exercise independent judgment to apply facts and principles for developing approaches and techniques to problem resolution.

**Situational Reasoning:**

Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against sensory, judgmental and/or subjective criteria, as opposed to criteria that are clearly measurable or verifiable.

**Environmental Factors:**

Tasks are regularly performed in safe and comfortable surroundings without exposure to adverse environmental conditions.

**Physical Requirements:**

Requires the ability to lift boxes of computer paper, billing statements, etc. weighing up to fifty pounds, and push and pull carts weighing over one hundred pounds.

Requires the ability to stoop, kneel, bend and twist to install paper into computer printer.

**Sensory Requirements:**

Requires the ability to recognize and identify similarities or differences between characteristics of shapes to clearly distinguish objects and sounds to communicate with others and detect computer printer malfunctions.

City of St. Louis  
Billing Supervisor

The City of St. Louis is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City of St. Louis will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the City.