



Pittsburgh  
Water & Sewer  
Authority

## **JOB ANNOUNCEMENT**

**POSITION:** Billing Coordinator

**POSTED:** July 3, 2018

**DIVISION:** Administration/Customer Service **APPLICATION DEADLINE:** 4:00 PM on July 16, 2018

**SALARY:** \$50,000 - \$55,000

**FLSA:** Exempt

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### **Overview and Authority:**

This position reports directly to the AMI and Billing Manager and is responsible for ensuring accurate and timely billing of water and wastewater services to the customers of the Authority, with a planned introduction of stormwater billing in 2020, by coordinating the activities of the Billing department within Customer Service. Direct reports are the Billing staff.

### **Duties/Primary Responsibilities:**

Responsible for producing accurate and timely billing of water, wastewater, and forthcoming stormwater charges, for the Authority's 111,000 customers. Oversees the pre-bill editing, billing, and final bill production of water and wastewater charges, including usage and monetary adjustment approval. Monitors the continual maintenance of an accurate customer database, with an emphasis on rates and active/inactive account statuses. Ensures that the flow of data between the Authority and the Allegheny County Sanitary Authority (ALCOSAN) is efficient and timely. Supports Finance activities by ensuring the reconciliation of ALCOSAN billings to the Authority and Authority wastewater bills to its customers; researching and reporting on adjustments that impact the ALCOSAN liability; and reporting accurate billed revenue totals to the AMI and Billing Manager. Audits billed consumption monthly and discloses any losses/gains to the AMI and Billing Manager. Establishes and enforces clear expectations of employees' adherence to the Authority's policies and procedures. Develops the Billing staff via training and morale building activities. Provides efficient and professional service to Authority personnel and its customers, despite budget constraints. Continuously monitors and updates Billing metrics, ensuring that expectations are met and that programs are in place to address planned changes. Follows and responds in strict accordance with applicable laws, regulations and established policies, including union agreements and the PWSA employee handbook, to ensure fair and standardized treatment of employees. Performs activities and functions of related lower-level personnel as assigned or required. Performs such other related tasks and duties as assigned or required.

### **Knowledge/Abilities:**

Considerable knowledge of best in class Customer Service practices within the water and wastewater utility industry. Understanding of financial standards, with a concentration on the impact of Billing on the general ledger. Ability to demonstrate excellent oral and written communication skills and strong interpersonal skills. Ability to demonstrate a personal commitment and drive. Ability to make decisions based on sound business judgements and without the need to refer to upper management. Capacity to set challenging, but realistic, targets for Billing. Ability to establish and maintain effective working relationships with management peers, direct reports, customers, and the general public. Knowledge of PA PUC regulations is preferred.

### **General Requirements:**

Applicants must be domiciled in the City of Pittsburgh at time of the employment offer and remain domiciled throughout employment with the Authority.

Must present a current, valid Class C (Class 1) Pennsylvania Motor Vehicle Operator's License prior to appointment. A valid driver's license must be maintained throughout employment.

**Education/Experience Requirements:**

To be considered eligible for this position, the application must clearly show at least five (5) years of experience in utility billing. Bachelor's degree in business management, business administration, or related field is preferred.

**APPLICATIONS:** Available in the Human Resources Department, 1200 Penn Avenue, Pittsburgh, PA 15222 or online at [www.pgh2o.com](http://www.pgh2o.com). Please send the application, resume and cover letter to [hr@pgh2o.com](mailto:hr@pgh2o.com).

*You may be considered for other available positions based on qualifications provided on your employment application.*

**An Equal Opportunity Employer**

*The PWSA does not discriminate against anyone based on race, color, religion, ancestry, national origin, place of birth, sex, sexual orientation, family status, age, or non-disqualifying disability, or on any other basis as is protected by federal, state or local law.*