



Pittsburgh  
Water & Sewer  
Authority

## **JOB ANNOUNCEMENT**

**POSITION:** Metering & Billing Manager

**DIVISION:** Customer Service  
2017

**SALARY:** \$58,000 - \$68,000

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**POSTED:** August 22, 2017

**APPLICATION DEADLINE:** 4:00 pm, September 5,

**SUMMARY:** Reporting to the Senior Manager of Customer Service, this position is responsible for directing the activities of Billing and Metering and is accountable for coordinating and supervising all activities regarding billing and metering.

**DUTIES/PRIMARY RESPONSIBILITIES:** Oversee the editing and processing of all Pittsburgh Water and Sewer Authority customer billings in a timely manner. Coordinates work assignments and trains employees to keep them apprised of new metering technology. Process billings for other water companies and reconciliation of ALCOSAN billings. Process all meter maintenance data and final bills. Monitors loss of consumption. Consults with customers to ensure the correct meter is installed at the proper location. Establishes and enforces clear expectations of employee's adherence to the Authority's policies and procedures. Ensure that the billing and metering staff are coached and developed. Maintains the Standard Operating Procedures for Billing and Metering Operations in accordance with best practices. Assist with the Authority's CSR Progression Plan, ensuring that all functions have back-up training and that all program and contractual restrictions are followed. Ensure timely completion of staff performance evaluations. Provide efficient and professional service, with budget constraints, ensuring that Billing and Metering is achieving the highest quality through specific measures and performance mapping. Continuously monitor and update departmental Key Performance Indicators, ensuring that expectations are met and programs are in place to address planned changes. Oversee the continual maintenance of an accurate customer database. Follow and respond in strict accordance with applicable laws, regulations and established policy including union agreements and the PWSA employee handbook to ensure fair and standardized treatment of employees. The position may require the performance of other essential and marginal functions depending upon work assignment, location, shift, and immediate needs.

**KNOWLEDGE/ABILITIES:** Demonstrated ability to supervise, coach, plan and distribute work to others. Understanding of best practices in Customer Service. Working knowledge of meter data communication methods. Demonstrated knowledge of the water utility industry, rules, regulations, policies, and procedures. Show familiarity of meter installation and financial standards with high level awareness of budgetary issues. Demonstrate excellent oral and written communication skills and strong interpersonal skills. Knowledge of Cogsdale CRM, MS Word and Excel is a must. Ability to make decisions based on sound business judgments, and to set SMART goals for Billing and Metering Operations. Establish and maintain effective working relationships with supervisors, associates, outside agencies and the general public. Knowledge of the Pennsylvania Public Utility Commission 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:** Five (5) years' experience in Metering Operations, Utility Billing production or Customer Service is preferred. Applicants must have (3) years in a management role and a Bachelor of Science in Business Management, Business Administration or related field is recommended.

**APPLICATIONS:** Available in the Human Resources Department, 1200 Penn Avenue 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)

### **AN EQUAL OPPORTUNITY EMPLOYER**

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