

TOWN OF PROSPER

TITLE: UTILITY CUSTOMER SERVICE SUPERVISOR
DEPARTMENT: COMMUNITY SERVICES
REPORTS TO: UTILITY CUSTOMER SERVICE ADMINISTRATOR

SALARY RANGE: 28
LAST UPDATE: 01/2026
FLSA DESIGNATION: EXEMPT

DEFINITION

Under limited direction, the Utility Customer Service Supervisor oversees and supervises the general operations and efficiency of the Utility Customer Service Department. Ensures the billing accuracy of the utility user fees for water, sewer, sanitation, and storm water.

SUPERVISION RECEIVED AND EXERCISED

- Receives general direction from the Utility Billing Administrator.
- Directly supervises the Utility Customer Service Clerk(s) and Customer Service Representative(s).

EXAMPLES OF DUTIES

Duties and responsibilities include, but are not limited to, the following:

Essential Functions

- Supervises, manages, and oversees daily revenue collection; provides direction regarding procedures, customer care issues, and cash handling; monitors daily customer account transactions.
- Monitors department staff for accuracy, timeliness, and quality of response to customers; investigates and resolves customer concerns and responds in a professional manner to complex billing inquiries and complaints escalated by staff.
- Reviews records and reports to determine causes of discrepancies, problems or errors and takes action; processes returned checks by maintaining payment record and conducts follow up action to ensure collection, makes account adjustments, provides collection follow up, discusses payment options with customers and approves payment agreements.
- Prepares and administers the department's budget and monitors expenditures.
- Develops written policies for department procedures and suggests changes to improve operations.
- Maintains proper control to ensure the safeguarding of all assets held in the Utility Customer Service Department.
- Recruits, interviews, and makes hiring decisions regarding staff; provides or coordinates employee training; assigns and directs staff; evaluates staff and prepares performance reviews, counsels subordinates, and makes termination recommendations; monitors timesheets and hours.
- Reviews customer refunds posted to customer accounts and transferred to Accounts Payable for check processing; completes and verifies billing adjustments to accounts, including leak adjustments, public works charges and winter average adjustments.
- Prepares consumption report used to calculate rates through rate study analysis; communicates information necessary for dissemination to the public through the departmental newsletter.
- Analyzes utility accounts for proper billing, reviews questionable bills, rechecks usage and charges, and prepares any needed corrections; reviews daily deposits, maintains billing spreadsheets, and performs other utility accounting.
- Analyzes Aclara RF Network data and System Watch to maintain meter reading success rate, monitors trends and troubleshoots problems.
- Completes work orders from field technicians.
- Prepares billing and reviews billing register for accuracy.
- Ensures adherence to records retention policy.
- Performs related work and other duties as required.

QUALIFICATIONS:

Knowledge of:

- Modern office procedures, methods and equipment.
- Utility Billing and related skills.
- Supervising and monitoring work of other subordinate personnel.
- Proper public contact and telephone etiquette.
- Business letter writing and basic report preparation.
- English usage, spelling, grammar and punctuation.

- Basic mathematical principles.
- Principles and procedures of record keeping and retention.
- Computer skills using Windows, Microsoft Office applications, Web Browser.
- Experience with Aclara Meter Reading system, STW software and Tyler Enterprise ERP software highly preferred.

Ability to:

- Communicate effectively both verbally and in writing
- Prepare clear and accurate correspondence, documents and reports.
- Prioritize and organize various assignments in order to produce efficient results.
- Self-direct and manage efforts of Utility Billing function.
- Provide tactful and appropriate responses to inquiries from the public, other departments or agencies.
- Establish and maintain cooperative-working relationships with those contacted in the course of work.
- Ability to schedule and coordinate meetings.
- Communicate in Spanish both verbally and in writing preferred.

Experience and Education Guidelines:

Experience:

- Five (5) years of revenue collections, utility services, or cash/check handling experience with at least three (3) years of increasing responsibility within a Utility billing department.

Education:

- 60 semester hours of college-level courses or Associate's degree in accounting, business or related field.

Equivalent combination of education and experience may be considered.

License or Certification:

- Must possess a valid Texas driver's license.
- Must pass MVR check.
- Must be bondable.
- Must pass pre-employment drug screening and background check.
- Must be able to become a Notary Public within one month of employment, if required.

PHYSICAL DEMANDS:

The physical demands are representative of those that must be met by an employee to successfully perform the essential functions of this job.

- Regularly required to sit, use hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; talk or hear.
- Occasionally required to stand; walk; stoop, kneel, crouch, or crawl; and talk or hear.
- Frequently required to lift and/or move up to 20 pounds.
- Specific vision abilities required by this job include close vision and the ability to adjust focus.

May be subject to repetitive motion such as typing and data entry.

WORK ENVIRONMENT:

The work environment characteristics described here are representative of those that an employee encounters while performing the essential function of this job.

The noise level in the work environment is usually moderate. Employee must have ability to maintain concentration in the midst of interruptions and background noise.

Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of this job.

This job description is not an employment agreement or contract. Town Council has exclusive right to alter this job description at any time without notice.

The intent of this position description is to provide a representative summary of the major duties and responsibilities performed by incumbent(s) in this position. Incumbent(s) may not be required to perform all duties

in this description and incumbent(s) may be required to perform position-related tasks other than those specifically listed in this description.

The Town of Prosper, Texas, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Town will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with Human Resources and/or the Town Manager.

PROSPER'S PURPOSE - PROSPER IS A PLACE WHERE EVERYONE MATTERS