

Utilities  
Billing  
Permits  
Customer Service  
Business License  
Cashiering

City of  
**CERES** Together We Achieve



## Revenue & Customer Service Supervisor

**\$4,343 - \$5,279 (monthly, paid bi-weekly)**  
**PLUS EXCELLENT BENEFITS**

**The next challenging career opportunity awaits you!** The Revenue & Customer Service Supervisor position is an outstanding opportunity for a dedicated and skilled professional with experience in a variety of customer service and clerical accounting duties in support of the City's utility billing, business license, revenue receipting, accounts receivable and cashiering functions and program areas. This position supervises four front office Account Clerks in the Finance/Utility Department.

### Responsibilities may include:

- Receive, review, approve, post, audit and reconcile all revenue receipts, and all other accounts receivable systems.
- Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for performing a variety of responsible customer service, clerical accounting, and office support duties in support of the City utility billing, business license sections and program areas including utility billing, business license, revenue receipts, accounts receivable, cashiering, call center, payment processing, and collection activity for delinquent accounts and collection functions and activities.
- Represent utility billing, business license and accounts receivable programs on internal and external committees and to the public; receive and evaluate citizen inquiries and initiate appropriate course of action; provide information to others requiring interpretation and/or enforcement of department and City policies; coordinate utility billing activities with other City departments, external agencies and organizations, and the community.
- Attend and participate in professional group meetings; maintain awareness of new trends and developments in the field of customer service and utility billing; incorporate new developments as appropriate into programs.

**Education and Experience Guidelines** – *(Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying).*

- Two years of college level course work in accounting, business administration, finance, or related field. Additional experience supplemented by specialized training in municipal finance; accounting or a related field may substitute. A Bachelor's degree is desirable.
- Five years of increasingly responsible billing, business license and collections experience in a customer service environment including one year of administrative and/or lead supervisory experience.

**Application Deadline: Tuesday, September 28, 2021**

**Applicants must submit a completed online City job application and supplemental questions by the first review.** To apply and view [complete job and benefits information](https://www.calopps.org/city-of-ceres), please visit <https://www.calopps.org/city-of-ceres>. AA/EOE. The City of Ceres is an equal opportunity employer and prohibits harassment and discrimination in employment (EEO). If you have questions or need special accommodations with the recruitment process, in advance please contact: Shirley Ventura at (209) 538-5747 or [sventura@ci.ceres.ca.us](mailto:sventura@ci.ceres.ca.us)