



**CITY OF SUNNYVALE**  
Department of Human Resources  
505 West Olive Ave., Suite 200  
Sunnyvale, CA 94086

<https://www.sunnyvale.ca.gov>

**INVITES APPLICATIONS FOR THE POSITION OF:  
Utility Billing Manager**

*An Equal Opportunity Employer*

**SALARY**

\$61.39 - \$72.22 Hourly    \$127,685.00 - \$150,218.00 Annually

**OPEN DATE:** 09/18/19

**CLOSE DATE:** 10/09/19

**THE POSITION**

**UTILITY BILLING MANAGER  
Regular Full-Time Employment Opportunity**

For this position, the City of Sunnyvale:

- contributes 4% of the 7% employee contribution to CalPERS for classic members;
- contributes 2% of an employee's gross pay to a deferred compensation plan, and
- provides fully employer paid: medical, dental, and vision benefits.

Come join Sunnyvale's award winning Finance Department managing the City's innovative, dynamic, and unique Utility Billing Division. The Finance Department is comprised of six divisions, the Utility Billing Division is responsible for customer service, meter reading, billing, accounting, and auditing for the City's three utilities (water, wastewater, garbage and recycling). Utility Billing is also responsible for administering the City's Business License, backflow compliance, and central cashiering functions.

Under administrative direction of the Director of Finance, the Utility Billing Manager plans, organizes, directs and coordinates the Utility Billing Division and provides highly complex staff assistance to the Director of Finance, performing related work as required.

For a complete job description, please click here: [Job Description](#)

**ESSENTIAL JOB FUNCTIONS**

*(May include, but are not limited to, the following):*

- Develops and implements divisional goals, objectives, policies and procedures.
- Plans, organizes and directs Utility Billing Division activities including utility billing and customer service activities.
- Directs, oversees and participates in the development of the Utility Billing Division work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.
- Prepares the Utility Billing Division budget; participates in the forecast of additional funds needed for staffing, equipment, materials and supplies; administers approved budget.
- Recommends the appointment of personnel; provides or coordinates staff training; conducts performance evaluations; implements discipline procedures as required; maintains discipline and high standards necessary for the efficient and professional operation of the department.

- Represents the division and department to outside agencies and organizations; participates in outside community and professional groups and committees; provides technical assistance as necessary.
- Performs financial analysis, rate analysis and long term financial planning for the City's utilities.
- Conducts policy analysis, legislative analysis and operational analysis; recommends changes to program policies, procedures and services.
- Manages and administers the automated billing systems including meter reading, payment processing and electronic bill systems.
- Addresses the more complex and/or escalated customer service issues including administrative hearings, complex billing and service issues and commercial accounts.
- Analyzes and obtains sources of financing for utility enterprises including the preparation and issuance of bonds, application for grants and loans, and cash flow forecasting.
- Collects and analyzes data on water usage, demand, rates and schedules; performs analysis of revenue and billing statistics; and determines rate allocation.
- Provides information to and advises the public of departmental policies as related to utility billing.

## **WORKING CONDITIONS**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading reports and work related documents and using a computer. Acute hearing is required when providing phone and personal customer service. The need to lift, drag and push files, paper, and documents weighing up to 10 pounds is also required. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodation.

## **MINIMUM QUALIFICATIONS**

### **Education and Experience:**

The minimum qualifications for education and experience can be met in the following way:

A Bachelor's degree from an accredited college or university in public administration, business administration or a related field; AND

Four years of progressively responsible experience performing and managing a wide variety of financial and administrative activities involving financial analysis, data and automated systems administration, billing, utilities and budget management, including two years of supervisory experience.

### **Knowledge of:**

- Utility billing and revenue collection principles, methods, practices and processes.
- Municipal utility regulatory requirements.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Pertinent local, State and Federal rules, regulations and laws.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training and personnel management.
- Advanced customer service principles and practices.
- Office methods, procedures, software and equipment including meter reading and revenue/billing systems.

### **Ability to:**

- Organize and direct Utility Billing Division operations.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

- Interpret and apply City and department policies, procedures, rules and regulations.
- Interpret and apply local, State and Federal regulations.
- Prepare and present technical and administrative reports, correspondence and other documents.
- Perform financial and rate analysis utilizing databases, automated systems and reports.
- Process information and data in a relevant manner to reach reasonable conclusions; apply logic and common sense to make practical decisions.
- Supervise, train and evaluate personnel.
- Operate a computer using word processing and business software and other office equipment.
- Demonstrate initiative and exercise good judgment in the performance of duties.
- Work independently and as a team member; recognize and set priorities and meet deadlines.
- Establish and maintain and promote positive and effective working relationships with employees, other agencies, public officials and the public.
- Observe safety principles and work in a safe manner.

#### **Willingness to:**

Attend weekend and evening meetings.

#### **Licenses/Certificates:**

Possession and continued maintenance of a valid class C California driver's license or the ability to provide alternative transportation as approved by the appointing authority and a safe driving record.

#### **DESIRABLE QUALIFICATIONS**

- Experience in a municipality.
- Additional supervisory experience.

#### **APPLICATION AND SELECTION PROCESS APPLICATION PROCESS**

If you are interested in this opportunity, please submit a City of Sunnyvale employment application and responses to the supplemental questions to the Department of Human Resources. The final closing date is **5:00 pm, Wednesday, October 9, 2019** (postmarks or faxes are not accepted). Candidates are asked to fully describe any training, education, experience or skills relevant to this position. Electronic applications may be submitted on-line through the [City's employment page](#) or application materials may be submitted to: Department of Human Resources, 505 West Olive Avenue, Suite 200, Sunnyvale, CA 94086. Late or incomplete applications will not be accepted.

#### **EXAM PROCESS**

Applications will be competitively screened based on the minimum qualifications of this position. Based upon a review of the application materials, the most qualified candidates will be invited to participate in the examination process, which may consist of an oral examination and a writing exercise scheduled for **Tuesday, October 22, 2019**. (Note: The examination process may be changed as deemed necessary by the Director of Human Resources). Selection interviews for the most successful candidates in the oral examination will be held on **Tuesday, October 29, 2019**.

#### **SELECTION PROCESS**

Those candidates that receive a passing score on the examination will be placed on an eligibility list for up to one year, in accordance with the City's Civil Service Rules and Administrative Policies. Any candidate that is selected by the hiring department will be required to successfully complete a pre-employment process, which will consist of a thorough background history check, and may consist of a medical exam(s) administered by a City-selected physician(s) before hire. Prior to starting work, all newly-hired employees will be fingerprinted to check conviction history. A conviction history will not necessarily disqualify an applicant from appointment; however, failure to disclose conviction history will result in refusal of employment or termination. Positions which are covered by the Department of Transportation regulations are

required to submit to a pre-employment drug test and to random drug and alcohol testing.

### INFORMATION ABOUT PROOF OF EDUCATION

Please note: Any successful candidate, selected by the hiring department will be required to submit proof of education (i.e. original copy of the diploma or college/university transcripts).

### ADDITIONAL INFORMATION

Positions in this job classification are represented by the Sunnyvale Managers Association (SMA).

The information contained within this announcement may be modified or revoked without notice and does not constitute either an expressed or implied contract.

*The City of Sunnyvale is an Equal Opportunity Employer. It is the policy of the City of Sunnyvale not to discriminate against all qualified applicants or employees on the basis of actual or perceived race, religion (including religious dress or grooming practice), color, sex (includes gender, pregnancy, childbirth, medical conditions related to pregnancy or childbirth, breastfeeding or medical conditions related to breastfeeding), gender identity and/or gender expression, sexual orientation (including heterosexuality, homosexuality and bisexuality), ethnic or national origin, ancestry, citizenship status, uniformed service member status, marital status, family relationship, age, cancer or HIV/AIDS related medical condition, genetic characteristics and/or genetic information, and physical or mental disability. Applicants needing special accommodations for testing should submit a request to the Department of Human Resources at time of application.*

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:

<https://www.sunnyvale.ca.gov>

OR

505 West Olive Ave., Suite 200,  
Sunnyvale, CA 94086

EXAM #19-00218  
UTILITY BILLING MANAGER  
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## Utility Billing Manager Supplemental Questionnaire

### \* 1. Instructions for completing the supplemental questionnaire:

This supplemental questionnaire will be a primary tool in the evaluation of your qualifications for this position. The supplemental information that you provide will be evaluated along with your completed application. Please limit your response to one page per question. In answering the question(s), be as specific as you can. Some questions may include multiple parts (i.e., (a), (b), (c), (d), etc.). Please make sure to address each part of each question in the supplemental questionnaire below.

***Please be advised that you will be 'timed out' of this page after 30 minutes. Therefore, it is best to copy the supplemental questions that require text answers from this page into a document that you can save on your computer, produce your responses in that document, and then copy and paste the responses into the space provided below. Additionally, please save your work continuously.***

The completed application and responses to supplemental questions constitute an examination. **Note: qualifying experience must be reflected on the job application form.**

Resumes may be attached, but they will not be accepted in lieu of completing the job experience section of the application or the supplemental questions. The information you provide will be used to further identify those applicants who are best qualified to continue in the selection process for this position.

**Your responses to the questions that require you to detail your background and experience should include the following information:\***

- The number of years of experience you have had performing the duties that you are describing;

- The name(s) and type(s) of organization(s) where you obtained such experience; and,
- Your role and specific responsibilities within the organization(s).

**\*Responses to the supplemental questions that indicate "see resume" are considered incomplete.** By checking the 'Yes' response below, I indicate that I have read these instructions for completing the supplemental questionnaire and in accordance with these instructions, I understand that written responses to the supplemental question(s) listed below are required, in order to evaluate my qualifications for this position and for my application to be considered complete.

Additionally, I certify that I have completed the following supplemental questionnaire on my own; the answers accurately reflect my training, education and experience; and, I understand that my responses are subject to verification.

- ☐ Yes  
☐ No

- \* 2. Do you have a Bachelor's degree or higher from an accredited college or university in public administration, business administration or related field?

- ☐ Yes   ☐ No

- \* 3. Do you have four years of progressively responsible experience performing and managing a wide variety of financial and administrative activities such as accounting, auditing, financial analysis, payroll, project management, and/or treasury?

- ☐ Yes   ☐ No

- \* 4. If you answered yes to the question above, please describe your progressively responsible experience performing and managing a wide variety of financial and administrative activities involving accounting, auditing, financial analysis, payroll, project management, and/or treasury in the space below. If you answered no the question above, please enter N/A in the space below.

- \* 5. Do you have at least two years of supervisory experience?

- ☐ Yes   ☐ No

- \* 6. Please describe your supervisory experience, including staffing customer service operations. In your response, give an example of a time you managed conflict or poor performance in the workplace and how you improved the situation. If you do not have this experience, please enter N/A in the space below.

- \* 7. Please describe your experience in conducting analytical studies and compiling statistical data in support of managing day to day operations. If you do not have this experience, please enter N/A in the space below.

- \* Required Question