

# City of Alvarado

## Position Description

**Position:** Accounting and Billing Manager

**Department:** Finance

**Supervisor:** Chief Financial Officer

**FLSA Status:** Exempt

**Full Time:** Yes

### SUMMARY

Under minimal direction of the Chief Financial Officer (CFO), the Accounting and Billing Manager is responsible for planning, managing and overseeing the activities of the Utility Billing division, citywide cashing function and monitoring and analyzing revenue sources of the City. This position, in conjunction with the CFO and Finance Manager, will oversee financial management and reporting functions. These responsibilities include, but are not limited to, general accounting; monitoring and reporting for operating and capital budgets; cash and investment management; accounts receivable; accounts payable; reporting for capital/fixed assets; grants accounting and reporting; financial statement preparation and reporting; internal controls; debt management including accounting and reporting for bond and other debt issuances and refunding; purchasing and other financial functions of the City. This role also oversees all aspects of billing, payment collection, cash balancing and customer relations. Additionally, this position is responsible for maintaining the records of the utility customers which include: meter reading data or books, billing ledgers, payment posting, consumption history, sewer billing, reports and meter test records and control journals in accordance with generally accepted accounting standards and is required, at times, to perform a variety of related clerical tasks. Work involves contact with both internal and external customers, thus requiring good interpersonal skills and the ability to exercise discretion.

### ESSENTIAL FUNCTIONS

#### Accounting

- Oversees, provides guidance, and is hands-on involved in the accurate processing and recording of financial transactions including interfacing financial transactions from various City systems such as utility billing, municipal court, building permits, planning and development, parks, police, library, etc., to the City's accounting and financial management system;
- Monitors and reports on City's revenues and expenditures, responsible for the compilation of monthly, quarterly and year-end financial statements, preparation of general ledger account analyses, accounting treatment determinations, and maintaining City's financial records;
- Oversees and manages City's cash management program by monitoring cash balances in City's depository accounts and appropriately invests all idle cash balances providing the necessary liquidity to meet both short-term and long-term cash flow requirements while providing competitive yields and ensuring compliance with the City's Investment Policy and PFIA requirements; monitors and reports on City's investments;
- Responsible for maintaining accounting and financial reporting structure including updating chart of accounts; takes the lead to ensure transactions are recorded and accounted for correctly and in accordance with GASB standards;

- Provides leadership in the implementation of technology and administrative solutions to improve work processes;
- Responsible for improving and strengthening internal controls; interpreting and implementing GASB pronouncements and standards; and eliminating opportunities for audit findings;
- Make recommendations to and confer with the Chief Financial Officer in matters relating to fiscal and budgetary policies of the City; advises City departments on proper financial procedures;
- Assists as required for emergency/disaster management;
- Prepare regular and special reports for financial and investment information as scheduled or requested by other Departments; and
- Serves as a backup for payroll processing and related functions, including assisting with payroll preparation, review, and processing as needed to ensure continuity of operations, accuracy, and compliance during absences, peak periods, or emergency situations.
- Perform other duties as assigned.

### **Utility Billing**

- Oversee daily operations, activities and programs of the Utility Billing division which includes:
  - Supervising staff, which includes prioritizing and assigning work; coaching and providing feedback; ensuring staff is trained; ensuring that policies and procedures are followed;
  - Maintaining the city's utility billing system including processing of new accounts, pro-rating bills, importing meter readings, processing changes of ownership, preparing bills and processing adjustments as required.
  - Establishing schedules to ensure accurate meter readings and timely bill generation.
  - Helping maintain and foster an environment that facilitates a helpful, effective and professional philosophy of the City.
  - Addressing customer inquiries, changeovers, and routine questions received by telephone calls, emails, written correspondence and at the counter.
  - Managing the ACH processing of accounts monthly.
  - Monthly review of the City's delinquent accounts for shut-off notifications.
  - Initiating and following-up with work orders to correct issues with metering usage.
  - Preparing daily cash deposits and balancing to Utility Billing entry.
- Perform the more complex billing duties of the Utility Billing division including:
  - Resolution of customer complaints.
  - Interpreting administrative policies.
  - Resolving payment and service issues.
  - Coordinating the division's activities with other City departments and divisions.
- Oversees and participates in the development of, monitors and resolves issues in the Utility Billing division budget.

### **Other Duties**

- Prepare monthly, quarterly, annual and non-routine reports.
- Staff, train, supervise, evaluate, discipline and direct responsible positions tasked with billing customers, collecting payments and resolving problems for utility accounts.
- Initiate personnel actions and evaluate employee performance to sustain a professional and courteous staff.
- Establish and maintain a variety of complex files, filing and retrieving information as requested or

otherwise necessary.

- First responder when greeting visitors and answering phones at City Hall and directing them to the proper offices.
- Oversee various customer service and administrative duties: such as, receiving, sorting and distributing incoming mail and inventorying, ordering and stocking office supplies.
- Enter daily receipts in cash receipt software and prepare bank deposit.
- Provide back up to other positions and duties in the Utility Billing Division and Finance Department and other duties as assigned.
- Maintain prompt and regular attendance.

## **KNOWLEDGE, SKILLS & ABILITIES**

Knowledge of:

- Governmental accounting principles and practices.
- Principles and practices of public investing.
- Interfacing with banking transactions.
- Audit principles and regulations.
- Account analysis and reconciliation.
- Principles and practices of municipal budget preparation and variance analysis.
- Grants management.
- All utility billing and sanitation ordinances approved by Council and responsible for updating these ordinances, as appropriate.
- Local Government Code relating to Utility Bill and Sanitation.

Skill in:

- Communicating clearly and effectively, both orally and in writing.
- Providing customer service.

Ability to:

- Manage time well, be highly organized and plan work assignments effectively to maintain a smooth flow of record keeping and information processing.
- Prepare clear and concise statistical and financial reports.
- Work with software related to accomplishing the accounting functions, including spreadsheets and various computer applications.
- Establish successful working relationships.
- Perform arithmetic computations accurately and quickly.
- Use modern office technology, including a personal computer.
- Possess a high-level working knowledge of Administrative Orders, City Ordinances, policies, procedures, Federal, State and Local laws, and be able to ensure proper application by subordinates
- Understand and display behaviors consistent with servant leadership
- To perform the essential functions of the job, must have good hand-eye coordination to operate equipment (vehicles, telephones, copying machines and other office machines, etc.); endure extended periods of exertion and sit for long periods of time; follow verbal and written directives; communicate courteously and effectively with other people; must exercise good judgment and make competent decisions; must be able to maintain confidentiality with public information, vendor confidentiality, and personnel matters
- Encourage and facilitate a harmonious working environment, therefore, the following interpersonal

and personal characteristics are expected:

- Displays enthusiasm for the job, which includes attendance, performance, and conduct;
- Ability to work effectively and cohesively with others;
- Displays courteous, respectful, and polite demeanor towards co-workers and members of the public; and,
- Recognizes the importance of being a team member that creates a positive working environment

### **PHYSICAL ACTIVITIES REQUIRED**

Standing	Sitting	Walking	Lifting
Carrying	Pushing/Pulling	Reaching	Handling
Fine Dexterity	Kneeling	Crouching	Crawling
Bending	Twisting	Climbing	Balancing
Vision	Hearing	Talking	

### **MINIMUM QUALIFICATIONS**

*An equivalent combination of education, experience, certifications, and training may be considered.*

- Bachelor's degree from an accredited college or university with major course work in accounting, finance, business administration or a related field.
- Two (2) years of increasingly responsible accounting experience; governmental fund accounting experience preferred
- One (1) year of administrative or lead supervisory responsibility preferred
- Valid Texas Class C Driver's License - driving record must be in compliance with City policy

### **SPECIAL REQUIREMENTS**

- The employee is occasionally required to encounter unpleasant social situations (dealing with irate or disturbed individuals)
- May be required to pass a drug screen and/or pre-employment job performance assessment
- May be required to pass a background check to determine suitability for the position
- May be required to work flexible hours, work during emergency conditions, and may require call back status (in cases of emergencies)

I have read and understand the duties and requirements for this position.

---

**Employee's Signature/Date**

---

**Supervisor's Signature/Date**

---

**Department Head Signature/Date**

**This Position Description is not designed to list all tasks and responsibilities of this position. The City of Alvarado reserves the right to revise or change job duties as the need may arise.**

**This Position Description does not constitute a written or implied contract of employment.**

**Created: 12/22/2025**

**Revision History:**