

TELECOMMUNICATIONS BILLING SUPERVISOR

DEFINITION

Manages the billing process for telecommunications services including implementing cost reductions and maintaining effective billing methods.

TYPICAL DUTIES

Manages and analyzes current telecommunications billing processes.
Recommends and implements billing process improvements, including Accounts Payable and Vendor invoice systems.
Directly supervises IT Finance and Administration telecommunications billing staff.
Implements, tracks, and monitors cost reductions for both telecommunications services and equipment.
Conducts ongoing training in cost effective billing processes.
Maintains historical records of telecommunications services.
Assists in the Request for Proposal (RFP) process for telecommunications services and equipment.
Serves as a liaison to telecommunications vendors.
Assists in the applications process for the Federal Universal Service Fund's E-Rate program.
Prepares, composes, and analyzes E-Rate revenue projections and monitors projections against actual revenue.
Examines previous and current contracts and service bills for accurate financial compliance to prevent over or under payments, duplicate services, and to identify possible contract violations.
Provides accurate data to relevant parties.
Justifies telecommunications expenses and appeals decisions related to the E-rate program.
Prepares reviews and provides responses for E-Rate program which includes applications, Program Integrity Assurance (PIA), and payment quality assessments.
Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Telecommunications Billing Supervisor provides direction and oversees all activities of assigned staff related to cost effective, timely, telecommunications billing practices.

The Director of IT, Finance and Administration assists in the overall administration of the Information Technology Division, carries out special projects, and oversees all funding and contract aspects of information technology programs.

An Accounting Analyst performs a wide variety of professional accounting duties involving the application of analytical skill and advanced knowledge of accounting principles.

SUPERVISION

General direction is received from the Director of IT, Finance and Administration. General supervision is exercised over Accounting Technicians, Telecommunications Service Representatives, and other staff.

CLASS QUALIFICATIONS

Knowledge of:

- E-Rate programs, processes, and policies
- E-Rate contract compliance
- Telecommunications billing processes and procedures
- Telecommunications equipment and services
- Personnel rules, regulations, practices, and policies
- Public Utilities Commission (PUC) and Federal Communications Commission (FCC) regulations
- Telecommunications discount programs such as E-Rate or The California Teleconnect Fund
- Request for Proposal (RFP) process and invitation for Bid (IFB) process for a public entity or large organization
- Microsoft Excel, Access, and/or other software databases
- District union contract provisions

Ability to:

- Collect, classify, analyze, interpret, and explain telecommunications billing data
- Prepare clear, concise reports and make recommendations
- Assist in preparation of the yearly Telecommunications services budget
- Resolve conflict and promote cooperation
- Allocate staff appropriately
- Manage, train, and supervise staff
- Create and manage clear and detailed spreadsheets
- Read and interpret complex telecommunications bills
- Problem solve and work within established timeframes to deliver timely results with minimal supervision
- Communicate effectively both verbally and in writing
- Effectively lead staff to innovate and manage change

ENTRANCE QUALIFICATIONS

Education:

Graduation from a recognized college or university; preferably with a bachelor's degree in business, telecommunications, finance, accounting, or a related field. Additional qualifying experience in telecommunications billing or contract implementation, beyond that required, may be substituted on a year-for-year basis for the educational requirement provided that graduation from high school or evidence of equivalent educational proficiency is met.

Experience:

Five years of experience in telecommunications. Two years of the required experience must have included telecommunications billing, contract implementation, or E-rate program experience.

Special:

- A valid California Driver License.
- Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and /or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time, as long as such addition or change is reasonably related to existing duties.

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07-19-18
JAP

Reviewed
09-23-24
LD