City of Missoula

Utility Billing Supervisor

SALARY	$33.94 - $38.13 Hourly $70,595.20 - $79,310.40 Annually	**LOCATION**	Missoula, Montana
JOB TYPE	Regular, Full-Time	**JOB NUMBER**	00773
DEPARTMENT	Public Works & Mobility	**DIVISION**	PWM-Administration
OPENING DATE	11/10/2026	**CLOSING DATE**	11/29/2026 11:59 PM Mountain

Overview

Help Keep Missoula's Essential Utility Services Running Smoothly.

As the Utility Billing Supervisor, you'll lead the daily operations of utility billing for the City of Missoula's water, wastewater, stormwater, and dispatch utilities. From overseeing account management, billing accuracy, and payment collection to supporting billing systems and preparing financial reports, your work will help ensure reliable service and accurate transactions for the community.

We're looking for an organized, detail-oriented leader who enjoys supporting a team, solving complex billing issues, and providing excellent customer service. If you have a background in accounting, accounts receivable, or customer service and are ready to make a difference behind the scenes of essential city services, this is an opportunity to put your skills to work for Missoula.

Screening of applications will begin on Monday, November 30, 2026. It is in your best interest to apply before this date.

To Apply: All applicants must submit the **City of Missoula application AND a Cover Letter** explaining your interest in this position and detailing how your experience and education meet the qualifications.

Failure to attach the cover letter will result in your application being incomplete, and therefore, not reviewed by the hiring manager.

Resumes will not be reviewed. All details should be entered on the application.

Starting Pay:
New hires start within our entry-to-market range, depending on experience and qualifications. The starting range for the position is $33.94 - $38.13/hour and will increase each year for longevity and cost of living adjustments.

Full Pay Range:
Each position also has a full wage range that reflects potential growth over time, including annual increases for longevity and cost-of-living. The full range for the position is $33.94 - $40.41/hour.

Essential Functions

- Oversee and coordinate all account activities of utility billing and collection of payments for the City's water, wastewater, and stormwater utility services.
- Supervise various employees, including coordinating and reviewing the work of assigned staff, assigning work activities, and coordinating schedules, projects, and programs; providing constructive feedback; reviewing and evaluating work; and making effective suggestions and recommendations.
- Ensure accurate and timely utility usage data collection and billing; review billing exceptions, analyze high/low or zero consumption, and perform corrections and adjustments as needed.
- Support utility billing software systems, including updates, performance monitoring, and troubleshooting.
- After eligibility determination is made by the Business Manager, perform lien processes for delinquent accounts, including documentation, filing, and coordination with title companies.
- Prepare monthly and fiscal year-end reporting for the finance department.
- Coordinate the resolution of billing or meter issues and identify meters for replacement.
- Provide responsive and courteous customer service; resolve complex customer inquiries and billing discrepancies; and process refunds, tap deposits, leak adjustments, and account close-outs.
- Serve as the point of contact for county wastewater meter sales and installations; assess deposits, collect payments, and process refunds.
- Assign delinquent accounts to collections, reconcile closed permits, and set up new utility accounts.
- Assess and issue leak or high consumption letters based on billing cycles.
- Perform other duties as assigned, based on training and qualifications.

Knowledge, Skills and Abilities

- Knowledge of office management principles, procedures, and practices, including employee supervision, training, team development, etc.
- Knowledge of accounting principles, procedures, and practices, including balancing, reconciling transactions, auditing, and reporting.
- Knowledge of, and the ability to learn, utility accounting systems and rate structures.
- Knowledge of, and ability to promote, department safety considerations, City safety policies, OSHA standards and guidelines, and the Americans with Disabilities Act.
- Skill in operating office equipment and various computer software and databases, including Microsoft 365, and the ability to learn job-specific applications and equipment.
- Skill in managing multiple projects with shifting priorities and timeline demands.
- Skill in organization, time management, and prioritizing with the proven ability to have keen attention to detail and accuracy in performing work with adherence to strict deadlines.
- Skill in providing effective customer service, including the ability to assess needs, apply service standards, and evaluate customer satisfaction.
- Skill in money management procedures and accounts receivable processing.
- Skill in communicating, in person and in writing, with the proven ability to establish and maintain effective working relationships with diverse individuals.
- Ability to maintain current knowledge, developments, and trends related to specific areas of focus and/or assigned projects.

- Ability to maintain and exhibit integrity and discretion in handling confidential and sensitive information.
- Ability to maintain and foster a culture of professionalism, adhere to departmental and City standards and specifications, and support a positive team environment.
- Ability to problem-solve and resolve conflicts with facilitating outcomes while maintaining a calm demeanor.
- Ability to understand and interpret various regulations, policies, procedures, and guidelines.
- Ability to learn departmental and City of Missoula practices and procedures, including the Utility Rate Schedule and Missoula Municipal Code (Chapter 13.02).

Qualifications and Additional Application Materials

- Any combination of education and experience equivalent to three (3) years of customer service, accounts receivable, accounting, or another relevant field.
- Prior supervisor experience, preferred.
- Experience with government budgets and/or municipal utilities, preferred.

The City of Missoula does not sponsor employment visas (e.g., F-1, H-1B, TM). Applicants must be authorized to work in the United States on a full-time basis at the time of application.

Employer
City of Missoula

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Human Resources
Missoula, Montana, 59802

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406-552-6130

Website
https://www.ci.missoula.mt.us/