



JOIN OUR TEAM!

Billing Supervisor

Department: Finance

Date Posted: October 8, 2025

Location: Lexington, Nebraska, Headquarters

Dawson Public Power District will be accepting applications for the position of Billing Supervisor out of the Lexington headquarters.

Please see the attached job description for more detail. The salary range will depend on experience and qualifications.

To Apply: Please submit your resume and cover letter to hr@dawsonpower.com.

Applications will be accepted October 8, 2025 until position is filled.



Billing Supervisor

Department: Finance

Reports To: Manager of Finance and Administration

FLSA Status: Exempt

Prepared By: CA 10/2025

SUMMARY

Plans, organizes, directs, coordinates, and controls all aspects of consumer billing, accounting and records maintenance activities, ensuring integrity of data and excellent customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Essential duties and responsibilities include the following. Other duties may be assigned.

Supervises the Consumer Accounting Representatives. Hires and develops high performing team members, directs and guides work by setting clear expectations, equips employees with the tools, knowledge and skills they need to succeed.

Promotes safe working practices, ensuring all safety rules and company policies are followed.

Responsibilities include interviewing, hiring and training employees; planning, assigning, and directing work; appraising performance; rewarding and disciplining employees; addressing complaints and resolving problems

Possesses excellent communication skills to coordinate the flow of relevant information through the department and to others within the District.

Exhibits organization skills to meet deadlines.

Oversees training of new employees in the department and ensures all are properly trained and cross-trained to effectively and efficiently perform their job duties. Provides backup as needed.

Creates the billing calendar, schedules monthly billing procedures and coordinates with the department and software provider.

Schedules and performs processes for monthly billing, semi-annual irrigation billing, delinquent notices, and month-end reports.

Ensures accurate billing through thorough understanding of rates, updating them in the computerized billing system, and testing to ensure they are being properly applied. Works closely with the software provider on custom programming needs; tests impact of software updates/releases.

Understands sales, other tax, and fee requirements so they are properly set up in the computerized billing system and assessed to consumers.

Assists with rate study and provides input on rate design.

Processes delinquent account disconnects and negotiates agreement for payment of delinquent accounts. Serves as primary payment contact for after-hours call center. Monitors Command Center with remote disconnects.

Prepares, submits, and monitors status of accounts turned over to collection agencies. Represents the District in court relating to these items as necessary. Handles all aspects of bankruptcies, including electronically retaining documentation. Recommends accounts for write-off.

Reviews consumer deposit policy and consumer deposit refund eligibility.

Prepares and balances daily, month-end and year-end billing reports. Balances deposits to the general ledger.

Creates reports as necessary for internal and external stakeholders

Receives telephone calls, emails, faxes, letters, and other forms of communication. Responds to consumer inquiries, resolves problems and/or routes to appropriate personnel in a professional manner

Receives and prepares connect or disconnect orders and other job orders.

Performs other duties as necessary and assigned.

EXTERNAL RELATIONSHIPS

Consumers: Provides efficient, helpful and courteous service, resulting in good consumer relations.

General Public: Maintains friendly, cooperative relationships with the general public in the performance of these responsibilities so that the image of the District will be a favorable one.

SUPERVISORY RESPONSIBILITIES

The Billing Supervisor carries out supervisory responsibilities in accordance with the organization's policies and applicable laws.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION and/or EXPERIENCE

High school diploma or general education degree (GED); five years related experience and/or training; or equivalent combination of education and experience. Prior experience with billing systems and customer relations required. Prior experience with utility billing, NISC software, and supervisory experience is highly preferred.

COMPUTER SKILLS

This position requires the ability to use office machines such as computers, printers, copiers, calculators, and fax machines. The employee must have a working knowledge of basic computer programs, including Microsoft Office (Word, Excel, and Outlook). This position also requires the use of industry-specific programs and devices, for which training will be provided.

LANGUAGE SKILLS

Ability to read and interpret documents such as safety rules, operating and maintenance instructions, and procedure manuals. Ability to write routine reports and correspondence. Ability to speak effectively before groups of customers or employees of organization. Ability to respond to common inquiries or complaints from customers, regulatory agencies, or members of the business community.

MATHEMATICAL SKILLS

Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.

REASONING ABILITY

Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several concrete variables in standardized situations.

CERTIFICATES, LICENSES, REGISTRATIONS

A valid Nebraska driver's license is required.

PHYSICAL DEMANDS & WORK ENVIRONMENT

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; use hands to finger, handle, or feel; and talk or hear. The employee is occasionally required to stand and

walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, depth perception, and ability to adjust focus.

The work environment is generally a climate-controlled office with adequate lighting and a moderate noise level.

EEO Statement:

It is Dawson's Public Power District's policy to provide equal employment opportunities for all applicants and employees. DPPD does not discriminate on the basis of race, color, religion, sex (including pregnancy, childbirth, or related medical conditions), national origin, ancestry, age, physical disability, mental disability, medical condition, family care status, veteran status, military service, marital status, sexual orientation, gender identity or expression, genetic information or any other status protected by applicable law.