

RESOLUTION NO. 2026-3488

A RESOLUTION OF THE TOWN COMMISSION OF THE TOWN OF SURFSIDE, FLORIDA APPROVING THE CREATION OF A UTILITY BILLING AND REVENUE ADMINISTRATOR POSITION; APPROVING THE JOB DESCRIPTION, APPLICABLE SALARY SCALE, AND APPLICABLE PERFORMANCE MEASURES AND METRICS FOR THE POSITION IN THE 2025-26 FISCAL BUDGET AS APPROVED BY THE TOWN COMMISSION; PROVIDING FOR IMPLEMENTATION; PROVIDING FOR INCORPORATION OF RECITALS; AND PROVIDING FOR AN EFFECTIVE DATE.

WHEREAS, the approved and adopted 2025-2026 Fiscal Year Budget for the Town of Surfside (Town") did not contemplate the creation or provide funding or headcount for the position of a "Utility Billing and Revenue Administrator" position in the Finance Department ("Position"); and

WHEREAS, the new Position will provide senior-level expertise in managing complex billing systems, ensuring accuracy, compliance, internal controls, and high-quality customer service; and

WHEREAS, Town Administration has recommended the creation of the Position and approval of the job description, salary scale, performance measures and metrics as provided in the Job Description from the Human Resources Department, which is attached hereto as Exhibit "A" and incorporated herein and made a part hereof by this reference; and

WHEREAS, the Position will utilize the funding from the existing but vacant Procurement Coordinator position in the Finance Department; and

WHEREAS, the Town Commission finds that the creation of the Position is in the best interest and welfare of the Town.

NOW, THEREFORE, BE IT RESOLVED BY THE TOWN COMMISSION OF THE TOWN OF SURFSIDE, FLORIDA, AS FOLLOWS:

Section 1. Recitals Adopted. Each of the above recitals are hereby adopted, confirmed and incorporated herein.

Section 2. Approval. The job description, salary scale, and performance measures and metrics associated with the “Utility Billing and Revenue Administrator” in the Finance Department as provided in Exhibit “A” are hereby approved.

Section 3. Authorization. The Town Manager and Town Attorney are hereby authorized to take such other action as is necessary to implement the provisions of this Resolution.

Section 4. Effective Date. This Resolution shall be effective immediately upon adoption and as of the Effective Date.

PASSED AND ADOPTED on this 10th day of March, 2026.

Motion By: Commissioner Velasquez

Second By: Commissioner Coto

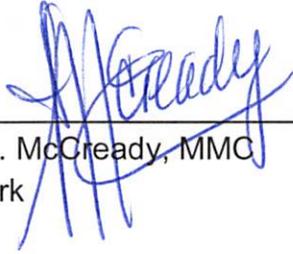
FINAL VOTE ON ADOPTION:

Commissioner Ruben A. Coto	<u>Yes</u>
Commissioner Nelly Velasquez	<u>Yes</u>
Commissioner Gerardo Vildostegui	<u>Yes</u>
Vice Mayor Tina Paul	<u>Yes</u>
Mayor Charles W. Burkett	<u>Absent</u>



Charles W. Burkett, Mayor

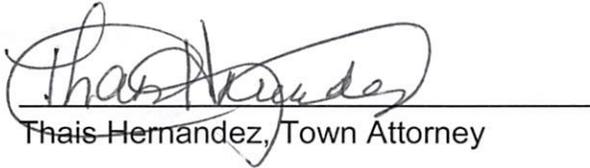
ATTEST:



Sandra N. McCready, MMC
Town Clerk



APPROVED AS TO FORM AND LEGAL SUFFICIENCY:



Thais Hernandez, Town Attorney



POSITION NAME

DEPARTMENT: Finance Department

PAY GRADE: \$ 90,000 - \$120,000

FLSA STATUS: Exempt

JOB SUMMARY

The Utility Billing & Revenue Administrator is a senior-level finance position responsible for the administration, oversight, and integrity of the Town's utility billing and revenue programs. This position manages complex billing systems, Business Tax Receipts (BTR), and other revenue functions, ensuring accuracy, compliance, customer service excellence, and strong internal controls.

The role requires a high degree of technical expertise, independent judgment, and accountability. While hands-on in daily operations, the position also owns policies, procedures, system configurations, reconciliations, and audit support related to revenues. The position reports directly to the Finance Director and may supervise staff as assigned.

ESSENTIAL JOB FUNCTIONS

- Administers the Town's utility billing system, including account setup, rate tables, billing cycles, adjustments, and service changes.
- Reviews and approves complex billing corrections and customer disputes.
- Ensures accurate billing for water, sewer, solid waste, stormwater, and other services.
- Oversees the Business Tax Receipt (BTR) program, including licensing, renewals, and compliance.
- Administers additional revenue programs such as permits, fees, and special assessments.
- Ensures proper internal controls over billing, cash receipts, adjustments, and write-offs.
- Oversees revenue reconciliations between billing systems, cashiering records, and the general ledger.



- Reviews revenue trends and assists with revenue forecasting and budget development.
- Serves as subject-matter expert for revenue and utility billing systems.
- Develops and maintains written policies, procedures, and desk manuals.
- Handles complex or sensitive customer inquiries and escalations.
- Serves as primary revenue contact for internal and external audits.
- Coordinates with Finance, Public Works, Code Compliance, IT, and other departments.
- May supervise billing, cashiering, or licensing staff as assigned.

QUALIFICATIONS:

KNOWLEDGE, ABILITIES AND SKILLS:

- Thorough knowledge of utility billing systems and municipal revenue administration.
- Strong understanding of internal controls and audit requirements.
- Ability to analyze complex billing and revenue data.
- Excellent customer service and communication skills.
- Ability to exercise independent judgment and discretion.
- Proficiency with ERP systems, spreadsheets, and reporting tools

LICENSES, CERTIFICATIONS OR REGISTRATIONS:

Education: Bachelor's degree in accounting, Finance, Business Administration, Public Administration, or a related field. A combination of relevant education and progressively responsible experience may be substituted for the required degree at the discretion of the Town Manager or designee.

Preferred Qualifications: Minimum 5–7 years of progressively responsible experience in utility billing administration and municipal revenue, licensing, or financial operations. Demonstrated experience with Business Tax Receipts or similar municipal licensing programs. Municipal or governmental experience strongly preferred.



Certifications (preferred or required):

- None

ESSENTIAL PHYSICAL SKILLS:

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without hearing aid)
- Ability to communicate effectively both orally and in writing
- Ability to access, input and retrieve information from a computer
- Ability to access file cabinets for filing and retrieval of data

ENVIRONMENTAL CONDITIONS:

- Works primarily inside in an office environment.
- Occasional evening or extended hours during billing cycles, audits, or peak periods.
- May require occasional work outside reviewing field conditions in less safe conditions.

(Reasonable accommodations will be made in accordance with existing requirements for otherwise qualified individuals with a disability).

This job description does not constitute an employment agreement between the Town of Surfside and the employee. It is used as a guide for personnel actions and is subject to change by the Town as the needs of the Town and requirements of the job change.