



The City of Kawartha Lakes invites applications to join our team as **Supervisor of Utility, Revenue and Billing**.

When you come to work for the City of Kawartha Lakes, you are joining a community of municipal workers who take pride in knowing that every day you are having a positive impact in the community. Our mission is to deliver the highest standards of municipal services while creating a healthy and sustainable future for all Kawartha Lakes' residents and businesses. We work to our values of Accountability, Respect and Teamwork and we want you to **Jump In** with us!!

We are an equal opportunity employer which values equity, diversity, and inclusion in the workplace. We foster a safe and creative work environment, where training and skill development are prioritized, with opportunities and support for career advancement. As a team member at the City of Kawartha Lakes, you may be entitled to the following: flexible work hours, remote and hybrid working arrangements, OMERS pension (defined benefit), employer paid benefits package including short and long term disability income replacement, education reimbursement and other programs that foster innovation, leadership, and career advancement.

Job Title	Supervisor of Utility, Revenue and Billing
Salary	\$107,698 - \$126,009 Salary (2026)
Reports to	Manager, Revenue and Taxation
Department	Corporate Services
Location	Lindsay, ON
Hours	Normal working hours are 37.5 hours per week with core working hours between 8:00am and 5:00pm
Other	Combination of general office environment and occasional off-site travel

Job Brief

This position is responsible for the implementation and oversight of specific programs and processes in order to achieve corporate and departmental strategic objectives. Key responsibilities of the position include the effective leadership and direction in the planning, coordination, and supervision of day-to-day utility billing operations, including financial monitoring, specifically relating to water/wastewater revenue processes, financial reporting, internal control functions and ensuring consistent application of the City's by-laws, policies, and procedures.

Essential Duties

- Oversee and effectively control the activities within the program, comprised of water and sanitary sewer meter reading, billing, collections, and customer service for City of Kawartha Lakes utility customers, ensuring compliance with legislations, regulations, and by-laws and safeguarding the assets and financial integrity of the City
- Direct the research and analysis to identify the impact of the change in economy condition, legislation, trends in water and sanitary sewer revenue activity, shifts in customer consumption patterns, and other changes in water and sanitary sewer operations, present findings and recommend action plan to senior management
- Oversee the operation of the Water Billing Customer Care and Billing system
- Participate in the review, formulation and implementation of changes in water/sewer user rates and rate structures

As a member of the leadership team:

- Demonstrate leadership and coordination in assigning work activities as required, ensuring equipment and resources are sufficient to enable successful completion of assignments
- Support, advise, supervise team members, providing feedback and/or improvement opportunities
- Research, quantify, facilitate and coordinate delivery of training needs to staff
- Manage customer service concerns, investigating, problem solving and responding as appropriate with solutions
- Regularly develop improved methods, procedures, and techniques relating to programs that achieve effective and efficient operations, leading with innovation and modernization in preparation for a growing population
- Procure services and goods related to areas of responsibility
- Authorize time off requests, time worked, and overtime costs
- Manage stakeholder interactions in the supply and receipt of information, including the analysis and resolution of issues
- Provide data to allow program reporting, decision making and evaluation
- Complete continuous research, analysis of industry trends, and best practices to remain knowledgeable and current in program area of responsibility
- Contribute to the development of annual program needs
- Create and maintain a cohesive team environment to support staff to achieve objectives and program outcomes
- Responsible for the hiring, onboarding, performance management and supervision of staff in a unionized environment, in consultation with People Services

- Administer the terms of the applicable Collective Agreements, corporate policies, directives, expectations, in collaboration with People Services; act as a Supervisor under the *Occupational Health and Safety Act (OHSA)*
- Perform other related duties as assigned

Qualifications

- A University Degree in Business Administration, Public Administration, Accounting, Economics or a related discipline
- Minimum five (5) years of related progressive experience, preferably in a municipal environment; minimum three (3) years of experience in a supervisory capacity
- Completion of a recognized accounting designation, or willingness to obtain
- Solid experience with financial management and control, including long term financial planning, budgeting, accounting, financial analysis and reporting
- Experience with large computerized financial management system and utility billing and customer information systems
- Sound experience with utility business operation, water and sewage is preferred
- Knowledge of applicable legislation, City by-laws, policies and procedures and public sector accounting standards
- Effective oral communication and strong interpersonal skills; excellent written communication skills; attention to detail, accuracy, and follow-through
- Demonstrated customer service skills at a level to develop and maintain cooperative and collaborative working relationships both within and outside the organization
- Demonstrated time-management skills with the ability to prioritize workloads and meet deadlines with minimal supervision
- Demonstrated ability to exercise discretion and tact while maintain a high degree of confidentiality at all times, complying with all applicable privacy legislation and policies and procedures
- Demonstrated leadership and management skills at a level to ensure successful program and employee performance outcomes and management
- Possess and demonstrate the knowledge, skills and personal attributes as described in the key performance competencies outlined below
- Proficient in Microsoft Office suite of applications, audio/video conferencing, the internet and any other related software
- Possess and maintain a valid Ontario Class "G" Driver's Licence or the ability to frequently attend work related activities at various sites within the municipality or at other sites within Ontario
- Upon a conditional offer of employment, an acceptable Criminal Record Check will be required

Applicants must be prepared for practical skill testing as part of the recruitment process.



Supervisor of Utility, Revenue and Billing

The City of Kawartha Lakes will accommodate the needs of applicants in accordance with the Ontario Human Rights Code and the Accessibility for Ontarians with Disabilities Act (AODA) throughout all stages of the recruitment and selection process. Please advise People Services to ensure your accessibility needs are accommodated throughout this process.

Interested applicants are encouraged to apply through the Careers page on our website by **July 5, 2026**: <https://tre.tbe.taleo.net/tre01/ats/careers/v2/viewRequisition?org=CITYOFKA&cws=37&rid=3040>