



CUSTOMER SERVICES MANAGER

DEFINITION

Under general direction, plans, organizes, oversees, coordinates, and manages the staff, activities, and operations of the Customer Service and Service divisions within the Finance Department including utility billing, customer account maintenance, payment processing, resolution of customer issues, bad debt collection activities, meter reading, meter installation, maintenance, and repair; coordinates assigned activities with other divisions, departments, outside agencies and the general public; provides complex and responsible support to management in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Finance. Exercises direct supervision over professional, technical, clerical, and administrative support staff as assigned.

CLASS CHARACTERISTICS

This is a management classification responsible for planning, organizing, and managing the staff, operations, and activities of the Customer Service and Service divisions within the Finance Department. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, which include division budget administration, program evaluation, and recommendation and implementation of policies, procedures, goals, objectives, priorities, and standards related to administrative and field service operations. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily functions, activities and operations of the Customer Service and Field Service divisions within the Finance Department; coordinates the work of staff engaged in both administration and field service operations including meter reading and maintenance, the State Mandated Backflow program, and associated water distribution staff, utility billing, account maintenance, payment processing, resolution of customer issues and concerns, and bad debt collection.
- Participates in the development and implementation of goals, objectives, policies, and priorities for the division; recommends within division policy, appropriate service and staffing levels; recommends and administers policies and procedures
- Participates in the development, administration, and oversight of division budget; determines funding needed for staffing, equipment, materials, and supplies; ensures compliance with budgeted funding; prepares and monitors project schedules and project budgets; monitors and approves expenditures and implements adjustments.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities and makes recommendations for improvement.

- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends and implements discipline and termination procedures.
- Develops manual or computerized program improvements; defines required changes and makes recommendations to the Director of Finance regarding how these programs should be implemented and monitored to provide for optimum performance; establishes procedures necessary to effectively monitor results against planned activities.
- Keeps abreast of computer technology to ascertain the most efficient system improvements; assumes responsibility for the implementation of technological advances including the areas of web-based customer service transactions and presentation, cashiering, imaging, interactive voice recognition, remittance processing, and meter reading functions.
- Develops, manages, and monitors capacity and performance quality measures; evaluates trends; develops and updates performance standards and procedure manuals; implements quality management methods to improve customer service and cost effectiveness; develops and manages contingency plans to meet emergency or peak customer service needs for information, assistance, and completion of departmental processes.
- Directs the development of various informational publications including web-based publications for District rate payers that explain and effectively communicate the District's water and sewer rates, fees, and charges.
- Supervises the collection of bad debt accounts; assumes responsibility for supervision of monthly processing of bad debt write-offs; keeps abreast of laws and regulations governing collection processes.
- Supervises the verification of cash drawer balancing, cash handling procedures, depositing of customer payments, and various other monetary instruments to the District's banking institutions as required.
- Provides responsible staff assistance to the Director of Finance.
- Serves as the liaison for the Customer Service and Service divisions internally and with outside agencies; coordinates billing ensuring common goals and objectives are met.
- Prepares and presents staff and agenda reports and other necessary correspondence related to assigned activities and services; presents reports to various commissions, committees, and boards.
- Conducts a variety of organizational and operational studies and investigations; recommends modifications to assigned programs, policies, and procedures, as appropriate.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in related fields; researches emerging products and enhancements and their applicability to District needs.
- Monitors changes in regulations and technology that may affect operations; implements policy and procedural changes after approval.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action; resolves escalated customer issues including those from subordinate staff, superiors, or the Board; communicates results of analysis and the decision reached to appropriate parties; provides feedback to other division personnel regarding their customer relations.
- Ensures staff compliance with District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of budget development and administration.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Applicable federal, state, and local laws, regulatory codes, ordinances, and procedures relevant to assigned areas of responsibility.
- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and practices of contract administration and management.
- Principles and practices of public administration as they pertain to a special district.
- Operational characteristics, services, and activities of a customer service department; programs and services of the organization relating to service fees, billing, and account maintenance.
- Accounting principles, practices, and terminology.
- Water distribution, water treatment, cross connection/inspection, and wastewater certifications and their application to work performed.
- Water Control Board Cross Connection program rules, regulations, reporting processes, and requirements; water quality reports including mandates related to chlorine levels.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Methods and techniques of preparing technical and administrative reports and general business correspondence.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Ability to:

- Plan, organize, oversee, and manage the customer service operations staff and operations.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Prepare and administer division budgets; allocate limited resources in a cost-effective manner.
- Provide administrative, management, and professional leadership for the division.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Evaluate and develop improvements in operations, procedures, policies, or methods.
- Troubleshoot and provide solutions to a full range of customer account issues.
- Balance cash receipts; find and reconcile discrepancies in balancing accounts; make mathematical computations rapidly and accurately.

- Read and interpret complex data, information, and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, with multiple concurrent tasks, and constant interruptions.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize, and present technical information and data in an effective manner.
- Conduct complex research projects, evaluate alternatives, make sound recommendations, and prepare effective technical staff reports.
- Effectively represent the division and the District in meetings with governmental agencies, community groups, various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Direct the establishment and maintenance of a variety of filing, record-keeping, and tracking systems.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

- Bachelor's degree from an accredited college or university with major coursework in accounting, business or public administration, or a related field.

Experience:

- Five (5) years of progressively responsible, professional experience in customer service, accounts management, and billing, including two (2) years of management and supervision experience in a public sector agency.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

ENVIRONMENTAL CONDITIONS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees also work in the field and are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.