



CUSTOMER SERVICE MANAGER

DEFINITION:

Under direction from the Director of Administrative Services, directs, manages, supervises, and coordinates the activities and operations of the Customer Service and Service Departments within Administration including utility billing, account maintenance, payment processing, resolution of customer issues and concerns, and bad debt collection activities; meter reading, meter installation, maintenance, and repair, coordinates assigned activities with other divisions, departments, and outside agencies; and the general public and provides highly responsible and complex administrative support to the Director of Administrative Services.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the Director of Administrative Services. Exercises lead direction over Customer Service and Service Departments.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Assumes management responsibility for assigned services and activities of the Customer Service Division including utility billing, account maintenance, payment processing, resolution of customer issues and concerns, and bad debt collection activities.
- Manages and participates in the development and implementation of goals, objectives, and priorities for assigned programs; recommends and administers policies and procedures.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
- Plans, directs, coordinates, and reviews the work plan for assigned staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Oversees and participates in the development and administration of the Customer Services and Service Department's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
- Researches, analyzes, and resolves all escalated customer issues including those from subordinate staff, superiors, or the Board; communicates results of analysis and the decision reached verbally or in written format to the customer and to superiors and the Board as required; provides feedback to other division personnel on how their actions

positively or negatively impacted a District customer.

- Interprets and applies the District's policies and procedures to various internal and external situations; reviews portions of the District's policies and procedures that impact customer service and services department's operations and recommends revisions to applicable sections.
- Develops manual or computerized program improvements; defines required changes and makes recommendations to the Director of Administrative Services regarding how these programs should be implemented and monitored in order to provide for optimum performance relating to customer services provided to the District's rate payers; establishes procedures necessary to effectively monitor results against planned activities.
- Researches and analyzes new equipment and programs that may streamline work within the division; meets with various vendors to discuss new equipment and programs and reviews materials provided to see if it would benefit the division.
- Keeps abreast of computer technology in order 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, and 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 services and cost effectiveness; develops and manages contingency plans to meet emergency or peak customer service needs for information, assistance, and completion of departmental processes.
- Assumes responsibility for 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 through contract agencies; assumes responsibility for supervision of monthly processing of bad debt write-offs, follow-up collection procedures, and monitoring of bankruptcies and liens through computerized databases; keeps abreast of laws and regulations governing collection processes; reviews the success of the contracted agency and determines if another agency should be retained.
- 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 Administrative Services; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to customer service programs, policies, and procedures as appropriate.
- Prepares and makes presentations to the executive staff and the Board of Directors; prepares staff reports dealing with financial requests or policy change for approval by the Board of Directors.
- Serves as the liaison for the Customer Service and Service departments to other divisions, departments, and outside agencies; coordinates with other District departments and staff whose activities have a direct impact on how and when customers are billed; ensures that common goals and objectives are coordinated; negotiates and resolves sensitive and controversial issues.
- Serves as staff on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.

- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of customer service as well as customer account billing and payment processing, as well as meter reading; directs the incorporation of new developments into program areas, as appropriate.
- Performs related duties as required.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Work in an office environment with some exposure to dust, dirt, and hazardous materials.
- Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of light to medium weight; hearing and vision within normal ranges.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-to-one and group settings; regularly use a telephone and two-way radio for communication.
- 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, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, other elected and appointed governmental officials, media representatives, business and community leaders, employees, the public and others encountered in the course of work.
- Operate office equipment including use of computer and keyboard; work at a desk and computer for extended time periods; look at computer monitor for extended time periods.
- Travel by vehicle while conducting company business.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the classification.)*

Education and/or Experience

Any combination of education and experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be the equivalent to a Bachelor's degree and five (5) years of experience in all aspects of customer service, accounts management and billing work.

License/Certificate:

Possession of a valid Class C California driver's license and satisfactory driving record.

Possession of or ability to obtain a certificate, as a Notary Public of the State of California, within one (1) year of appointment date.

KNOWLEDGE/SKILLS/ABILITIES: *(The following are a representative sample of the KSAs*

necessary to perform essential duties of the position.)

Knowledge of:

- Operational characteristics, services, and activities of a customer service and service department program.
- Principles and practices of program development and administration.
- Principles and practices used in policy creation and improvement.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations.
- Principles of business letter writing and report preparation.
- Methods, materials, equipment, and practices utilized in modern computerized billing.
- Methods, procedures, practices, and terminology used in billing and financial record keeping work.
- Programs and services of the organization relating to service fees, billing, and account maintenance.
- Accounting principles, practices, and terminology.
- Accounting and auditing theory is desirable.
- Principles and procedures of record keeping.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Customer service techniques, practices, and principles.
- English usage, spelling, grammar, and punctuation. Bilingual (Spanish) is desirable.
- Mathematical principles.

Ability to:

- Oversee and participate in the management of a comprehensive customer service program.
- Oversee, direct, and coordinate the work of lower level staff.
- Select, train, and evaluate staff.
- Oversee and participate in the development and administration of division goals, objectives, and procedures.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Prepare and administer large program budgets.
- Prepare clear and concise reports including administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Understand the organization and operation of the District and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- 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.
- Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the Division.
- Speak and present information in a group environment.

- Work cooperatively with other departments, District officials, and outside agencies.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.

STATUS: Exempt

Revised: June 8, 2016