

CUSTOMER SERVICE MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

DEFINITION

Under general administrative direction, directs, leads, manages, supervises, and coordinates the activities and operations of the Customer Service Division including utility billing, account maintenance, payment processing, resolution of customer issues and concerns related to collections and credit arrangements; meter reading, meter installation, maintenance and repair, coordinate assigned activities with other divisions, departments, outside agencies, and the general public; provides highly responsible and complex administrative support to the Director of Finance and Technology Services.

DISTINGUISHING CHARACTERISTICS

The Customer Service Manager oversees a call center, in-person service counter, and direct service to customers in the field. The position is responsible for formulating and developing department goals and objectives, managing lead personnel and directing the work of customer service and field service personnel.

SUPERVISION RECEIVED AND EXERCISED

Direct supervision is received from Director of Finance and Technology Services.

Direct supervision is provided to Field Service Supervisor, Customer Service Supervisor, Customer Service Representatives and Field Service Technicians.

ESSENTIAL AND MARGINAL FUNCTION STATEMENTS--*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

Essential Functions:

1. Plan, prioritize, assign, supervise and review the work of customer service staff responsible for assigned activities which include utility billing, account maintenance, payment processing, resolution of customer issues and concerns both on the telephone and in-person, monitor call queue, and bad debt collection activities.
2. Plan, prioritize, assign, supervise and review the work of field service staff for assigned activities which include hand-held meter reading, automated meter reading, customer service field appointments, water conservation consultations with customers, re-reading meters, installing new meters, replacing aged meters, calibrating meters, coordinating the billing and reading of construction meters, installing/retrofitting automated meter reading equipment, overseeing the operations of the automated reading system, lock-offs for terminated accounts, and large meter maintenance.
3. Establish schedules and methods for providing quality customer service; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.

Customer Service Manager

Essential Functions (continued):

4. Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
5. Oversees and participates in the development and administration of the customer service and field service annual budget; participates in forecast of funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.
6. Researches, analyzes, and resolves escalated customer issues including those from other staff or the Board of Directors; communicates results of analysis and the decision reached verbally or in written format to the customer, superiors, and the Board as required.
7. Interprets and applies the District's Water Code to various internal and external situations; reviews portions of the District's Water Code that impacts customer and meter service operations and recommends revisions to applicable sections.
8. Prepares analytical and statistical reports on operations and activities.
9. Assumes responsibility for the development of various informational publications including web based publications for District rate payers that explain and effectively communicate District's water and sewer rates and fees.
10. Provides staff assistance to the Director of Finance and Technology Services; conducts a variety of organizational and operational studies; recommends modifications to customer service programs and procedures.
11. Prepares staff reports and make oral presentations to staff, Board of Directors, and Board Committees.
12. Serves as contact for the customer service and field service division to other departments and outside agencies; coordinates with other departments and staff whose activities have a direct impact on how and when customers are billed; ensures common goals and objectives are coordinated; negotiates and resolves sensitive, controversial and confidential issues.
13. Attends and participates in professional group meetings; stays abreast of new trends in the field of customer and field service, account billing and payment processing, including meter reading.
14. Performs related duties and responsibilities as required.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Modern and complex principles and practices of customer billing
Customer Service practices, communication techniques for elevated customer complaints
Operations of a Customer Service call center and counter activities
Operations, services and activities of water and sewer utilities

Customer Service Manager

Knowledge of (continued):

Principles of leadership, supervision, training, and performance appraisals
Water meter functionality and automated meter reading
Computerized work order maintenance programs
District boundaries and jurisdictions
Programs and services of the organization relating to service fees, billing, and account maintenance
Accounting principles, practices, and terminology
Office procedures, methods, and equipment including computers and applicable software applications
such as word processing, spreadsheets, and databases
Principles of business letter writing and basic report preparation
Pertinent Federal, State and local laws, codes and regulations
Mathematical principles

Skill in:

Operate modern office equipment including computer equipment and software
Operate a motor vehicle safely

Ability to:

Understand water distribution and billing procedures
Organize and review the work of office and field staff
Supervise, lead, train and evaluate office and field staff
Possess organization and time management skills
Provides hands-on back-up support to staff
Answer customer calls during heavy volume
Remain confidential
Build consensus through communication and shared decision-making
Build trust through regular, open and honest communication
Interpret and explain District policies and procedures
Determine when to terminate water service on delinquent accounts
Resolve sensitive customer service complaints tactfully and effectively
Prepare clear and concise oral and written reports
Communicate clearly and concisely, both orally and in writing
Make mathematical computations rapidly and accurately
Establish and maintain effective working relationships with those contacted in the course of work
including District officials and the general public
Maintain physical condition appropriate to the performance of assigned duties and responsibilities
Maintain mental capacity which allows the capability of making sound decisions and demonstrating
intellectual capabilities
Maintain effective audio-visual discrimination and perception needed for making observations,
communicating with others, reading, writing and operating assigned equipment

Customer Service Manager

REQUIRED QUALIFICATIONS

Experience and Training Guidelines

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

Experience:

Five (5) years of increasingly responsible experience in customer service, utility billing, and meter reading, including two (2) years of supervisory or administrative responsibility.

Experience in a government or public utility is highly desirable.

Education/Training:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration or a related field.

Certificates:

Possession of, or ability to obtain, within one year of appointment, a valid Grade I Water Distribution Certificate issued by the State Water Resources Board.

License:

A valid State of California Driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Environmental Conditions:

Standard office setting; frequent interaction with District staff and general public.

Physical Demands:

While performing the duties of this class, incumbents require sufficient mobility in an office setting; stand or sit for prolonged periods of time; regularly required to sit, stand and walk; talk or hear, in person, in meetings and by telephone; uses hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms. Specific vision abilities required by this job include close vision and the ability to adjust focus, depth perception and color vision.

Mental Demands:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive and constantly changing deadlines and interact with those encountered in the course of work, some of whom may be demanding, dissatisfied, and or upset.

Vision:

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

Customer Service Manager

Hearing:

Hear in normal audio range with or without correction.

JOB STATUS: Exempt

DATE ADOPTED: January, 2015

DATE MODIFIED: July 2021

Safety Sensitive Position