



Service Beyond Expectation

CUSTOMER SERVICE MANAGER

Job Status: Exempt
Date Adopted: 01-2015
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Safety Sensitive Position

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 the 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, including utility billing, account maintenance, payment processing, resolution of customer issues and concerns 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.

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Essential Functions (continued):

3. Establish schedules and methods for providing quality customer service; identify resource needs; review needs with appropriate management staff; allocate resources accordingly.
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 developing and administering the annual budget for customer service and field service; forecasts funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
6. Researches, analyze, 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 developing various informational publications, including web-based publications for District ratepayers 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 various organizational and operational studies; recommends modifications to customer service programs and procedures.
11. Prepares staff reports and makes oral presentations to staff, the 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.
15. District employees are expected to work overtime, weekends, evenings, and holidays as required to accommodate the District's needs, in addition to responding as a Disaster Emergency Service Worker.
16. Regular attendance at the work site.

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KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

Modern and complex principles and practices of customer billing
Customer Service practices and 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
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 essential 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 backup 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 to make sound decisions and demonstrate intellectual
capabilities
Maintain effective audio-visual discrimination and perception needed for making observations,
communicating with others, reading, writing, and operating assigned equipment

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REQUIRED QUALIFICATIONS

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

Job Title	Customer Service Manager
Experience	<ul style="list-style-type: none">• Seven (7) 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	<ul style="list-style-type: none">• Equivalent to a Bachelor's degree in Business Administration, Public Administration, or a related field.
Required License/Certification	<ul style="list-style-type: none">• Possession of, or ability to obtain within one (1) year of appointment, a valid D2.• Possession of, or ability to obtain within one (1) year of appointment, a valid T2.
Desirable Degree/License/Certification	<ul style="list-style-type: none">• Valid D4.• Valid T3.• Master's degree in Business Administration, Public Administration, or a related field.
DMV Class	<ul style="list-style-type: none">• Possession of a valid California Class C driver's license and a satisfactory driving record.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The physical demands and working environment demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

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

Physical:

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

Mental:

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.

Hearing:

Hear in normal audio range with or without correction.