

CUSTOMER SERVICE MANAGER

I. Position Identification:

- A) Title: Customer Service Manager
- B) Bargaining Unit: First Level Managers
- C) Customary Work Hours: 8:00 a.m. until 5:00 p.m.
- D) Customary Work Days: Monday through Friday
- E) Reports To: Accounting Manager
- F) Directs the Work of: Senior Customer Service Representative,
Customer Service Representative I/II,
Field Customer Service Representative I/II
- G) Educational and/or Experience Requirements:

Any relevant combination of education and experience that would demonstrate the knowledge and skill outlined below is qualifying. A typical way of gaining the skills is:

Education: High School diploma or equivalent.

Experience: At least five (5) years of full-time increasingly responsible relevant banking, accounting or office experience which included work experience in customer service, general administration or municipal utility billing, of which at least two (2) years must have been served in a lead capacity.

H) Licenses and/or Certificates Required:

Possession of a valid California driver's license.

II. FLSA Status: Non-Exempt

III. Position Summary:

Under general direction of the Finance Director plans, directs, supervises and participates in providing customer service which includes resolving customer billing problems and complaints; establishing, disconnecting and reconnecting service; performing high/low bill investigation; resolving customer inquiries; and

oversight of business license functions, parking citations and accepting payments for other City financial responsibilities.

The Customer Service Manager is at the first-level of management and is the full supervisory class in the Customer Service Representative series. This class is distinguished from the Senior Customer Service Representative in that the latter is a lead worker and advanced journey-level classification, whereas this class performs the full range of supervisory functions.

IV. Essential Functions:

Incumbents may be assigned to varying work schedules, weekend work and be called back to work as needed by the City.

1. Plans, directs and supervises the work of customer service staff.
2. Plans, monitors, evaluates work, reviews workload, status of projects and availability of supervised personnel for assignments.
3. Schedules, assigns and oversees work processes to meet regular and delinquent billing schedules; analyzes and plans for potential problems.
4. Resolves the most complex problems involving customer complaints, billing, statements, fees, payments and other service related problems.
5. Receives revenues from licenses, permits, recreation fees and other City revenue accounts.
6. Answers the telephone and responds to questions on utility billings, business licenses, parking citations and other City financial transactions; recommends corrective actions, investigates, reports, documents and resolves complaints.
7. Creates, maintains and monitors computerized files, utility billing rate tables and service codes, databases and directories; conducts record searches and prepares statistical worksheets and other required documents; audits documents, verifies accuracy and ensures compliance with applicable policies, procedures and regulations.
8. Acts as a liaison to field personnel to initiate or resolve issues relating to high or low bill investigations, meter reliability, disconnections and reconnections of water service.
9. Operates a personal computer to access customer account data from multiple software programs; interprets and explains charges, policies, procedures, special programs and rates; initiates appropriate transactions to satisfy customer requests and internal accounting procedures.
10. Reviews and approves cash receipt and utility billing adjustments to customer accounts prepared by employees that are supervised.

11. Actively supervises the call center and takes the lead role in its success through innovation, staffing, active participation and continuous improvement efforts.
12. Participates as a member of the Finance Department management team to assist in developing and enforcing department policies.
13. Recommends controls to ensure the reliability of the system and integrity of the data and ensures implemented processes continue to support the financial system reporting and functional capabilities.
14. Represents the Finance Department and the City at conferences, workshops and other professional forums.
15. Implements programs aimed at improving communication with customers, efficiency in customer service operations and revenue recovery, including managing the collections processes.
16. Participates in the selection, supervision, continuous improvement, evaluation and approved progressive discipline of personnel; assists in the design and implementation of motivational programs; facilitates staff training and professional development; coaches, recommends and implements goals and objectives.
17. Supports city water customers to achieve conservation goals.
18. Trains others in and supervises cash handling to ensure compliance with City standards and procedures.
19. Calculates business license fees and fines, and administers and assigns the business license process while ensuring that all entities conducting business within the City have a required business license.
20. Compiles a variety of narrative and quantitative accounting reports and correspondence; identifies data sources; gathers and evaluates data; devises procedures for data collecting, tracking and reporting systems; designs and maintains record keeping systems; uses complex computer software to produce documents.
21. Keeps abreast of current issues and trends, participates in customer service innovation and the development of public information materials.
22. Designs and prepares departmental forms and operational manuals; prepares correspondence on procedural or informational matters, including oral presentations.
23. Participates in the development and implementation of department programs, systems, procedures and methods of operations, including computer-based systems.
24. Fosters employee empowerment in the delivery of services.
25. Encourages employees to develop entrepreneurial and innovative ideas.

26. Has the ability and willingness to work cooperatively in a team environment with other City employees in the course of daily activities.
27. Responsible for carrying out the mission of the City and the department and adherence to the City's and department's organization values.
28. Develops and maintains positive public relations with emphasis on customer service.
29. Performs other related duties as required.

V. Job Related and Essential Qualifications:

Note: The required level and scope of the following knowledge and skills relate to the level of the position as defined in the class characteristics.

A. Knowledge of:

- Principles and practices of effective supervision.
- Customer service, customer billing and collection techniques.
- Administrative principles, practices and methods, including goal setting, program and budget development, work planning and organization.
- Current trends, technologies and regulations in the area of utility customer service.
- Utility rate structures and schedules.
- Department policies and procedures pertaining to utility billing and collections.
- Customer information systems.

B. Skills at:

- Supervising, training and evaluating a staff of Customer Service Representatives and Field Customer Service Representatives.
- Communicating clearly and concisely, both orally and in writing, to ensure close coordination with staff, management, other City departments and affected outside groups.
- Using a personal computer and job-related software applications.

C. Ability to:

- Develop record keeping systems and forms.

- Develop logical, concise and clear reports and correspondence; use standard business English, spelling and punctuation.
- Perform routine mathematical computations.
- Operate a calculator and other common office machines.
- Use the latest MS Office (or current premiere product for) word processing, database, presentation, scheduling, calendar and spreadsheet software.
- Evaluate alternative solutions and present recommendations on staffing, technology, processes and continuous improvement of all assigned tasks.
- Interact with the public effectively and courteously, with excellent face-to-face and telephone communications.
- Establish and maintain cooperative and effective relationships with those contacted during the course of work.
- Explain policies and utility rates to customers.
- Apply approved general ledger chart of accounts.
- Maintain regular and predictable attendance.

VI. Physical Demands/Qualifications:

1. Requires the ability to sit for long periods of time throughout the workday.
2. Manual dexterity and vision sufficient to operate standard office equipment and supplies for potentially long periods of time without experiencing abnormal hand, wrist or eye strain.
3. Mobility to work in a standard office environment, and use standard office equipment (computers, scanners, copiers, etc.).
4. Ability to manipulate both single sheets of paper and large document holders (binders, manuals, etc.).
5. Hearing and speech sufficient to communicate and understand conversations, both in person and on the telephone.
6. Ability to lift objects up to twenty five (25) pounds without assistance.
7. Periodically work outside of normal work hours.

NOTE: Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

VII. Non-Physical Demands/Qualifications:

1. Communicate information clearly and effectively on a number of different levels, both verbal and written.
2. Operate under deadlines.
3. Prioritize numerous tasks.
4. Demonstrate a high level of integrity as well as being highly organized and detail oriented.
5. Be a self-driven, results-oriented person with a positive outlook and a clear focus on high-quality customer service.
6. Possess a valid California driver's license.

VIII. Environmental Conditions:

1. Working conditions in the office are clean, well lit and free from extremes of temperature and humidity.
2. Working conditions in the field are subject to variations in temperature and may include wind, rain and other elements.

IX. Other duties and requirements:

This class description lists the major duties and requirements of the job and is not all-inclusive. Not all duties are necessarily performed by each incumbent. Incumbents may be expected to perform job-related duties other than those contained in this document and may be required to have specific job-related knowledge and skills.