



Utilities Customer Service Manager

**DEPARTMENT: PUBLIC SERVICES
UTILITIES DIVISION**

Grade 40

CHARACTERISTICS OF THE CLASS:

Under the general direction of the Utilities Director, manages Utility Billing, Customer Service, Cashiering, Meter Reading, and Courier Services, whether these functions are performed by City employees or by an outsourced contract. In the case of an outsourced contract, this position is the Director's designated City Representative between City and Contractor who retains the authority to act on the City's behalf to obtaining information, transmitting instructions, and making decisions regarding the performance of these services. Works closely with the Contractor to follow Code of Ordinances, policies, and procedures to guide their performance. Coordinates the administrative activities of the Utilities Customer Service Division. Extensive knowledge of the organizational structure of the department and the City is crucial to this position. The incumbent may supervise various office and field support staff Duties, including variety of specialized administrative support tasks requiring excellent oral and written communication skills. The incumbent coordinates several work programs simultaneously, has broad latitude in decision-making and can answer most policy questions without review by a superior. Work is reviewed through conferences and written reports for results obtained.

EXAMPLES OF ESSENTIAL FUNCTIONS:

1. Approves the requisition of supplies and equipment; prepares payroll; assists with budget preparation; monitors expenditures; checks operating reports for accuracy and conformance to policies and standards; updates publications and manuals.
2. Directs research, collection, and compilation of data for annual and administrative reports, agendas, bulletins, questionnaires, agreements, plans, and documents.
3. Supervises, assists, trains, and directs office and field support personnel; schedules and reviews the work assignments of department staff.
4. Supervises (or is liaison between City and Contractor) the EOC operations for department when deployed for an emergency.
5. Reviews for approval, various customer requests for adjustments, payment arrangements.
6. Reviews for approval, customer account collections activity (delinquent turn-offs, Claims of Lien).
7. Liaison between City's Legal Department and Operator for Memorandums and Bankruptcy Notices associated with customer accounts.
8. Develops and revises office procedures; recommends hiring discipline, and promotion action; approves overtime, sick leave, and vacation.

9. Acts as liaison between the department's superior and subordinates, and the general public. Acts as representative between City and Contractor.
10. Holds weekly/monthly meetings with Contractor to discuss daily activity issues.
11. Composes, edits, and prepares correspondence, reports, invoices, statements, requisitions, and other departmental documents.
12. Works closely with Utilities Director and Assistant Director(s) regarding Project Management as Subject Matter Expert (SME) for those projects that may affect Utilities Customer Service.
13. Operates a computer, photocopies, printer, adding machine, facsimile machine and/or typewriter.
14. Designs and maintains specialized filing Systems, document, or library collections; coordinates special projects or committees as directed by superior.
15. Update lists, code books and policy manuals; maintains appointment calendars; schedules meetings and activities. Meets with Contractor to disseminate ordinance, policy, or procedural changes when necessary.
16. Responds to telephone two-way radio or in-person inquiries, greets the general public, answers various inquiries personally, provides information on departmental services and functions, or directs callers to appropriate personnel.

NOTE: **The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.**

REQUIREMENTS:

A. Training and Experience:

Bachelor's degree in Public Administration, Business Administration, or a related field; supplemented by three (3) years of Customer Service Management for a utility entity or five (5) years extensive departmental experience can substitute for the aforementioned management experience requirement. Experience must include the use of computers and standard software applications such as Microsoft Word and Excel, PowerPoint, electronic document management system and Utility billing and water meter reading software. Requires excellent written and oral communication skills, excellent keyboard skills as directed by departmental need.

B. Knowledge, Abilities and Skills:

Knowledge of modern office terminology, methods, practices, and procedures.

Knowledge of modern information systems, spreadsheets, database management and Utility billing software, currently Tyler Munis.

Knowledge of departmental and municipal rules, regulations, policies, and procedures. Abilities to understand and follow complex oral and written instructions.

Ability to establish and maintain effective working relations with fellow employees, superiors, subordinates, city officials and the general public.

Ability to make complex decisions and interpretations in accordance with established rules, policies, and procedures.

Ability to communicate information tactfully and impartially.

Skill in the operation of modern office equipment.

Skill in preparing and working within the constraints of a budget.

C. Physical Requirements: 3

D. Environmental Requirements: 2

E. Sensory Requirements: 2,3,6,8,9