



Customer Service Manager

DEFINITION

Under general administrative direction, manages the operation and staff of several major work units, to include the customer service department, meter operations department, document reproduction service, and mail center. Sets departmental programs and priorities to meet District goals and objectives and directs changes in operational practices to achieve them. Formulates, recommends, interprets and implements rules, policies and procedures; manages department's activities, including incoming call center operations, District accounts receivable, customer information systems support, budget and operations; and does related work as required.

DISTINGUISHING CHARACTERISTICS

Positions in this class manage, plan, organize, coordinate and, through subordinate supervisors, direct the major functions of customer service and meter operations. Successful performance requires the ability to maintain and apply an understanding of current and emerging industry trends and best practices, collect, analyze, and evaluate the operational significance of work measurement data, and coordinate the development and implementation of improvements to business operations. Individuals are responsible through subordinate staff for the development and maintenance of high customer service standards and customer relations, and effective coordination of activities within the District and with the public.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Manages, directs, plans, organizes, assigns and may supervise, review and evaluate the work of field and office staff in the following areas:
 - Customer Service: customer contact services at the counter and on the phone, including account information, District accounts receivable and collections, customer inquiries, complaints and account resolution.
 - Meter Operations and Field Services: reading, installation, maintenance, testing, and repair of meters, maintaining related data and reporting of data to other District departments; field inspections relating to billing; meter reads, testing and field pressure tests; response to customer account problems, fee collection for delinquent accounts, new or disconnection of water services; reports and recommends replacement of equipment or repair or potential hazards;

- Customer Information Systems Support: development, administration and maintenance of a customer information system, including accurate account and records maintenance and training for effective use of the system applications;
- Support Services: directing the operation of the document reproduction and mail centers.
- Formulates, administers, recommends, interprets and implements rules, policies and procedures.
- Develops and prepares annual department goals and objectives, determines actions and performance measures to accomplish them.
- Develops and analyzes performance measurement objectives for assigned work units, programs and services; evaluates the efficiency and effectiveness of performance standards and allocates resources and priorities between work units;
- Recommends and implements strategies to achieve required internal or external service levels.
- Prepares and monitors annual budget and approves expenditures for program related operations and activities.
- Directs the day-to-day complex activities of the utility billing system, ensuring accurate accounting practices, payment processing and collection activities.
- Recommends selection of staff; establishes performance expectations and work standards, provides performance coaching and training for professional development; conducts performance review and evaluation, implements corrective measures and discipline as required;
- May supervise, negotiate and authorize the collection of final and delinquent bills, fees, deposition and charges, ensures that legal requirements are fulfilled.
- Prepares a variety of correspondence, periodic or special reports and other written materials;
- Other related work as required

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Principles and practices of management including employee selection and training, supervision, including performance goal setting, measurement and analysis, performance review and evaluation, correction and discipline.
- Principles and practices of budget development and administration;
- Commonly accepted practices and procedures of dealing with the public, productive customer relations and complaint resolution; and providing effective and efficient customer services in an office, field or telephone contact center and environment.
- Current industry accepted principles, practices, terminology, office and business work processes and emerging trends related to customer contact center operations, utility billing administrative and field services, or customer information systems and records management.
- Local and state laws and regulations pertaining to bill collection, consumer affairs, and the provision of public utility services under California government code.

- Principles and practices of effective communication techniques in both verbal and written presentation utilizing correct business English, including spelling, grammar and punctuation;
- Basic accounting principles and practices.

Ability to:

- Plan, organize, supervise, review and evaluate the work of employees;
- Develop, coach, train and mentor staff sufficiently to ensure the use of appropriate technical skills and the maintenance of customer service standards;
- Interact tactfully and courteously with people from varied economic and cultural backgrounds in situations where relations may be strained or problematic;
- Comprehend and analyze data and reach sound conclusions;
- Exercise competent and independent judgment to administer, interpret, apply and explain complex policies and procedures;
- Develop and administer the section's budget;
- Make accurate mathematical calculations;
- Type with sufficient speed and accuracy to enter data and produce standard correspondence;
- Maintain accurate customer accounting and office records and files;
- Analyze large amounts of data and use independent sound judgment in administering, interpreting and applying complex policies and procedures.
- Prepare clear and concise reports, correspondence and other written materials;
- Use initiative and independent judgment within established policy and procedural guidelines;
- Establish and maintain effective working relationships with those contacted in the course of the work;
- Travel to alternative work locations and off-site meetings;
- Interact successfully with the public, in person and over the telephone.

Training and Experience: Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Associates degree in accounting, business administration, management or other related field. A bachelor's degree is highly preferred.
- Five years of increasingly responsible experience in customer service, three years supervisory or management experience in a call center environment. Call center experience in the utility field preferred. Three years of supervisory or management experience should include training, developing and supporting a team in providing direct customer service support in a high volume environment, developing, implementing, maintaining and evaluating work processes. Technology improvements to customer service systems and maintaining customer accounting records and generating reports.

Must be able analyze large amounts of data and use independent sound judgment in administering, interpreting and applying complex policies and procedures.

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."
- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record;

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 10 to 25 pounds.

The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

Established: July 2002

Revised: December 2012, April 2017, October 2021

Approved by: Human Resources Manager