JOB DESCRIPTION

CUSTOMER SERVICE MANAGER

Department:	Finance	**Classification/FLSA:**	Full Time, Exempt
Location:	City Hall	**Reports To:**	Finance Director
Supervises:	Customer Service Specialist I & II and Billing Specialist	**Salary Range:**	$51,896 - $68,000 annually
Benefits:	Per City Handbook	**Travel:**	As needed

POSITION SUMMARY

This position is responsible for oversight of utility billing, utility payments and customer service. Duties include supervision of utility billing transactions to ensure accurate and timely billing for customer accounts. Supervision and approval of credit and/or debit adjustments; managing service orders; and establishing new services in the utility billing system. Create and maintains spreadsheets for calculation and reporting purposes. Generates queries to verify billing related processes are completed in a timely and accurate manner. Resolves elevated account and billing issues. Responsible for tracking, audit and input of time reporting documents. Supervises customer service and billing staff. Assists in the overall development of employee team. Serves as backup for other utility billing related processes. Works independently and with limited supervision.

DUTIES AND RESPONSIBILITIES

- Supervises and monitors new utility service locations based on new service and/or renewal applications, worksheets, storm water change forms, and/or permits.
- Works with other departments/divisions as needed on new service information to ensure accurate and timely entering of utility and service location information.
- Reviews and approves credit and/or debit adjustments including water For Cause adjustments, sewer deduction credits, etc. Reviews and approves balance transfers, credit balance refunds and write-offs.
- Applies tax exemptions to customer accounts or utility services per tax certificate documentation. Posts all pending transactions in the billing system on a daily basis.
- Manages elevated billing and/or account issues.
- Enters new meter-related codes in the billing system as required.
- Creates, maintains and updates numerous spreadsheets used in calculating various types of utility account adjustments, non-residential customer consumption, and to track data for reporting purposes.

DUTIES AND RESPONSIBILITIES continued

- Supervises and provides day-to-day direction to Customer Service and Billing Specialists for performance and behavior including: approval of leave in conformity with federal employment law and City policies; completes performance feedback and evaluations. Recommends discipline, performance improvement, and participates in hiring and promotion process. Performs data entry of hours worked and maintains time keeping records for payroll purposes for Section(s) within the Customer Services Division. Monitors and approves employee time cards.
- Generates, collects and processes data, audits/edits and maintains files and records for the Utility Billing Section including, but not limited to: delinquencies, new services, billing errors, and other department functions.
- Serves as backup to Customer Service and Billing Specialists as needed. Acts as a liaison to communicate with field personnel regarding customer/account information/history, service/meter locations.
- Provides and evaluates training success in areas of proficiency. Creates, maintains and modifies Standard Operating Procedures as needed.
- Provides timely, courteous and efficient service to all external and internal customers/ City employees. Deals with difficult customers in potentially volatile situations.
- Performs other duties as assigned.

POSITION COMPETENCIES

- Manage utility customer service staff and track the number of phone calls received by the utility billing division.
- Knowledge of and demonstrated ability to perform all Customer Service Specialist I and II and Billing Specialist duties.
- Thorough knowledge of accounting principles, practices and procedures.
- Provide quality and professional customer service to those who contact utility customer service.
- Considerable knowledge of Federal Laws, State Statutes and City Ordinances governing the area assigned.
- Considerable knowledge of the accounts and other records used in the area assigned.
- Working knowledge of computers and the programs/systems used in the area assigned
- Ability to keep complex records and make detailed reports and statements and to maintain confidentiality.
- Ability to meet and deal with customers tactfully and effectively.

EDUCATION

- Graduation from an accredited college or university with a Bachelor's degree in Business or Office Administration, Office technology, Office Systems Management or closely related field or an equivalent combination of education and experience.

EDUCATION continued

- Five or more years of progressive supervisory experience including experience leading employees' work activities, customer service and utility billing experience.

PHYSICAL DEMANDS

Must possess mobility to work in an office setting and use standard office equipment, including a computer; operate a motor vehicle; vision to read printed materials and a computer screen; hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed. May occasionally bend, stoop, kneel, reach push, and pull drawers open and closed to retrieve and file information. Employee must possess the ability to lift, carry, push, and pull materials and objects weighing up to 25 pounds.

WORKING CONDITIONS

Work is performed in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances.