



JURUPA
COMMUNITY SERVICES DISTRICT
JURUPA COMMUNITY SERVICES DISTRICT
CUSTOMER SERVICE MANAGER

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 direction of the Director of Finance, plans, supervises, organizes, coordinates the activities and operations of the Customer Service and Meter Divisions, including utility billing, account maintenance, payment processing, resolution of customer issues and concerns, and bad debt collection activities; meter reading, meter installation, maintenance and repair, coordinates assigned activities with other divisions, departments and outside agencies; and the public and provides highly responsible and complex administrative support.; supervises assigned staff; performs related work as assigned.

CLASS CHARACTERISTICS

This position reports to the Director of Finance and is responsible for the development and administration of programs related to Customer Service. The incumbent is expected to demonstrate a high level of professional/administrative expertise and initiative in establishing and maintaining effective departmental operations consistent with District policies and administrative guidelines established by the General Manager.

ESSENTIAL FUNCTIONS

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.

These functions may not be present in all positions in multiple position classes. When a position is to be filled, the essential functions will be noted in the announcement of position availability. Letters in parenthesis at the end of each function statement represent the abilities required to perform that function.

Assumes management responsibility for assigned services and activities of the Customer Service Department including utility billing, account maintenance, payment processing, resolution of customer issues and concerns, and bad debt collection activities.

Manages and participates in the development of goals, objectives, and priorities for assigned programs of the customer service department; recommends and administers policies and procedures.

Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.

Oversees and participates in the development and administration of the Customer Services

and Meter Division's annual budget; participates in the forecast of funds needed for department staffing, equipment, materials and supplies; monitors and approves expenditures; implements adjustments.

Researches, analyzes, and resolves all escalated customer issues including those from subordinate staff, superiors, or the Board; communicates results of analysis and the decision reached verbally or in written format to the customer and to superiors and the Board, if needed; provides feedback to other department/division personnel on how their actions positively or negatively impacted a District customer.

Develops manual or computerized program improvements; defines required changes and makes recommendations to the Director of Finance regarding how these programs should be implemented and monitored in order to provide for optimum performance relating to customer services provided to the District's rate payers; establishes procedures necessary to effectively monitor results against planned activities.

Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures.

Researches and analyzes new equipment and programs that may streamline work within the division; meets with various vendors to discuss new equipment and programs and reviews materials provided to see if it would benefit the department.

Works with IT to keep abreast of computer technology in order to ascertain the most efficient system improvements; assumes responsibility for implementation of technological advances pertaining to customer service transactions and presentation, cashiering, imaging, interactive voice recognition, and remittance processing, and meter reading functions.

Develops, manages and monitors capacity and performance quality measures; evaluates trends; develops and updates performance standards and procedure manuals; implements quality management methods to improve customer services and cost effectiveness; develops and manages contingency plans to meet emergency or peak customer service needs for information, assistance, and completion of departmental processes.

Supervises the collection of bad debt accounts through in-house and contract collection agencies; assumes responsibility for supervision of monthly processing of bad debt write-offs, follow-up collection procedures, and monitoring of bankruptcies and liens through computerized databases; keeps abreast of laws and regulations governing collection processes; reviews the success of the contracted collection agency and determines if another agency should be retained.

Assists the District's independent auditors in preparation of year-end audited financial statements related to Customer Service activities.

Provides responsible staff assistance to the Director of Finance; conducts a variety of organizational studies; investigations, and operational studies; recommends modifications to customer service programs, policies, and procedures as appropriate.

QUALIFICATIONS GUIDELINES

Education and/or Experience

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for acceptable job performance. Example combinations include equivalent to graduation from high school with major coursework in public administration; accounting and three years supervisory experience.

Knowledge and Skill Levels

Operational characteristics, services and activities of a customer service and meter department program; principles and practices of program development and administration; policy creation and improvement; budget preparation and administration; principles of supervision, training, and performance evaluation; federal, state, and local laws, codes and regulations as they pertain to customer service and meter reading.

Physical Requirements

Employee must meet the following requirements, which are necessary to successfully perform the essential functions of this class:

Travel by airplane, train, or automobile to conduct District business; communicate orally and by telephone with Board members, management, co-workers, and the public in face-to-face, one-to-one, and group settings; use office equipment such as computer terminals, copiers, and FAX machines; sit for extended periods of time; have hearing and vision within normal ranges; lift and carry 10 pounds; push and pull 10 pounds; sufficient manual dexterity to perform job functions.

Special Requirements

Possession of a Class C California driver's license and a satisfactory driving record.

Possession of or ability to obtain certification from District provided CPR/First Aid Training.

FLSA / EXEMPT

Range 90

1300 Admin/job description/CS Mngr/032009EH