

EL DORADO IRRIGATION DISTRICT
Class Specification

CLASS TITLE: Customer Service Manager

DEFINITION

Under administrative direction from the Director of Finance plans, organizes, directs and coordinates the activities of the Customer Services Division within the Finance Department including utility billing and customer service, meter reading and repair, customer field work and damage prevention, ; coordinates Customer Services Division activities with other divisions and departments; and provides highly complex staff assistance to the Director of Finance.

DISTINGUISHING CHARACTERISTICS

The Manager level recognizes positions that provide full line and functional management responsibility for a division, as identified by the District, within a department.

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Director of Finance. Responsibilities include supervisory authority over supervisory, professional, technical and support positions.

EXAMPLES OF ESSENTIAL DUTIES: *the duties specified below are representative of the range of duties assigned to this class and are not intended to be an inclusive list.*

Develops and implements divisional goals, objectives, policies and procedures; assists Department Director with department-wide goals and objectives.

Plans, organizes and directs customer services activities including utility billing and customer service, meter reading and repair, water efficiency programs, customer field work and damage prevention.

Directs, oversees and participates in the development of the Customer Services Division work plan; assigns work activities, projects and programs; monitors work flow; reviews and evaluates work products, methods and procedures.

Prepares the Customer Services Division budget; implements division budget; forecasts additional funds needed for staffing, equipment, materials and supplies to support division; administers division budget.

Recommends to the Department Director the appointment of personnel; provides or coordinates staff training; conducts performance evaluations; implements discipline procedures as required; maintains discipline and high standards necessary for the efficient and professional operation of the division.

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Reviews and authorizes unusual and complex billing corrections and adjustments in accordance with District regulations; as necessary, oversees and negotiates the collection and issuance of final and overdue bills, deposits, charges and refunds.

Reviews billing procedures, customer service practices, meter reading and repair, water use efficiency programs, customer field work and damage prevention activities to determine effectiveness of operations; makes necessary changes to provide efficient service to customers.

Oversees meter shop inventory system; manages water meter test and repair programs.

Manages metered water delivery system to ensure accuracy and reliability of meter readings relative to sales revenue data; coordinates with other divisions and departments to ensure accurate enterprise accounting for utility billing.

Evaluates, recommends, and oversees implementation of new technology in utility services billing and monitoring.

Represents the District with outside customers and groups and organizations; participates in outside community and professional groups and committees.

Researches and prepares technical and administrative reports; prepares written correspondence.

Builds and maintains positive working relationships with co-workers, other District employees and the public using principles of good customer service.

Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

Principles and practices of utility billing and related customer service. Principles and practices of leadership, motivation, team building and conflict resolution. Pertinent local, State and Federal rules, regulations and laws. Modern office procedures and computer equipment. Principles and practices of organizational analysis and management. Budgeting procedures and techniques. Principles and practices of supervision, training and personnel management.

Skill/Ability to:

Organize and direct customer services operations. Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals. Gain cooperation through discussion and persuasion. Interpret and apply local, State Federal, District and department laws, regulations, policies, procedures, and rules. Supervise, train and evaluate personnel. Establish and maintain effective working relationships with those contacted in the course of work. Communicate clearly and concisely, both orally and in writing. On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know

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laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various personnel rules; and explain and interpret policy. On a continuous basis, sit at desk and in meetings for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone; write or use keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Experience and Education:

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Experience:

Five years of increasingly responsible experience in utility billing and customer service including three years of supervisory responsibility.

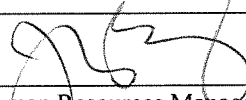
Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in accounting, business administration, public administration or a related field.

SPECIAL QUALIFICATIONS

License and Certificate:

Possession of, or ability to obtain, a valid California driver's license at the time of appointment. Individuals who do not meet this requirement due to physical disability will be reviewed on a case-by-case basis.

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|  _____ Human Resources Manager | <u>1/26/2015</u> Date |
| Established: 08/18/2009 Revised: 01/23/2015 FLSA: Exempt Unit: Non-Safety | |