

## Sacramento Suburban Water District Classification Specification

**Job Class:** Customer Services Manager

**FLSA Status:** Exempt

**Effective Date:** February 1, 2019

### **Definition**

Plans, organizes, manages, directs, and supervises customer service staff and administrative operations, including billing and collections, community outreach, and other administrative and customer service functions of the District.

### **Distinguishing Characteristics**

The Manager level recognizes positions that provide full line and functional management responsibility for a division or program area within the District and has responsibility for the development and implementation of the division work plan, policies, and procedures.

### **Supervision Responsibilities**

Responsibilities include the supervision of administrative, technical, and temporary staff.

### **Examples of Essential Duties**

The following duties are typical for this classification. Depending upon the assignment, the employee may not perform all of the listed duties and may be required to perform additional or different duties from those below to address business needs and changing business practices. Management retains the right to add, remove, or change duties at any time.

- Develops and implements department goals, objectives, policies and procedures. Plans, organizes, and directs customer service staff and administrative operations and activities.
- Prepares the department budget; assists in budget implementation; participates in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administers approved budget.
- Recommends 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.
- Administers the District Customer Information System to ensure billing functions are working properly and customers are billed accurately.
- Participates in District financial management and reporting functions and ensures accuracy and compliance with District policies and procedures.
- Works with Finance Department to ensure accurate postings of customer payments.
- Responds to customer issues and directs the activities of customer service staff in the development and maintenance of an effective relationship with customers.
- Manages the monthly billing procedures and delinquent bill procedures within District regulations; negotiates the collection of final and overdue bills within District regulations.

- Provides walk-in services for customers making payments, applying for services, or making routine inquiries; assists the public in resolving problems with their water bill accounts.
- Administers the District's website to ensure all content is updated on a regular basis.
- Manages the community outreach efforts of the District, including consultants in the planning and preparation for all outreach materials, such as monthly bill inserts, custom send envelopes, bi-annual newsletters, and other direct mail pieces.
- Represents the District to outside agencies and organizations; participates in outside community and professional groups and committees; provides assistance as necessary.
- Researches and prepares technical and administrative reports; prepares written correspondence.
- Builds and maintains positive working relationships with coworkers, other District employees and the public using principles of good customer service.
- Performs related duties as assigned.

### **Minimum Qualifications**

#### ***Knowledge Of:***

- District policies, rules, regulations, and procedures and how they are formed.
- Federal, State, and local laws and regulations regarding District administrative operations.
- Principles and practices of effective administration of support functions.
- Modern office methods, procedures, and equipment including common office computer software and database programs, including the Microsoft Suite of Programs (Word, Excel, Outlook, Access, and PowerPoint).
- Record management systems.
- Principles and practices of financial reporting.
- Principles of budget development and expenditure control.
- Principles and techniques of public relations.
- Principles of supervision, training, and personnel management.
- Common public relations courtesies, practices, and techniques.
- Techniques and principles of effective interpersonal communication.
- Principles and practices of work safety.

#### ***Ability To:***

- Organize and direct the customer service and administrative operations.
- Schedule, assign, organize, direct, train, review, and evaluate the work of staff.
- Be a strong team-orientated leader who uses employee training and development, clear direction, encouragement, and systems accountability effectively.
- Analyze situations and make sound recommendations in support of District goals.
- Work effectively under time deadlines and within limited financial and staffing resources.
- Organize data, maintain records, and prepare reports.
- Operate a computer for word processing, database, and department specific software.
- Maintain confidentiality.
- Understand, interpret, and apply laws, rules, regulations, and ordinances affecting the department's activities.

- Proficiently use computers and applicable software.
- Initiate and maintain effective safety practices that relate to the nature of the work.
- Effectively represent the District's customer service and water operations with the public, community groups, contractors, and other organizations.
- Be an integral team player, which involves flexibility, cooperation, and communication.
- Communicate effectively both orally and in writing.
- Establish and maintain cooperative working relationships with coworkers, outside agencies, vendors, consultants/contractors, and the public.
- Pass pre-employment physical, drug and alcohol examination, and background check.

***Experience and Education:***

Experience:

Four (4) years of experience performing business or customer service orientated functions, including dealing with the public, interpreting and enforcing complex regulations, and policies to resolve customer complaints, including two (2) years in a supervisory or lead capacity.

Education:

Bachelor's Degree from an accredited college or university with major course work in accounting, business, public administration, or a closely related field.  
OR, Two years of qualifying experience (in addition to the experience already required) AND an Associate of Arts degree in accounting, business, public administration, or a closely related field may substitute for the Bachelor's Degree.

***License and/or Certificates:***

- Valid California Driver's License issued by the California Department of Motor Vehicles and proof of good driving record as evidenced by freedom from multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in the District's automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

**Working Conditions and Physical Demands**

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

- Travels occasionally by airplane and automobile in conducting District business.
- Communicates frequently with District management staff, co-workers, representatives from other agencies and the public in one-to-one and group settings.
- Regularly use telephone and email for communications.
- Regularly use of office equipment such as computers and copiers.
- Sits or stands for extended time periods.
- Hearing and vision within normal ranges with or without correction.

**The specific statements shown in each section of this class specification are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.**

APPROVED:

Dated: 2/1/19

By:   
Dan York  
General Manager