Coachella Valley Water District

TITLE: Manager, Customer Services

SECTION: Customer Service

DEPARTMENT: Service

REPORTING RELATIONSHIP:
Reports to: Director of Service

Supervises the following positions: Supervisor, Customer Service; Supervisor, Customer Billing; Accounting Assistants; Accounting Assistants, Senior; Accounting Technicians, Customer Service Representatives, Office Assistant.

DEFINITION: Under direction, to administer and manage the District’s water service billing activities. Plans and directs the customer call center program. Assists with the more technical and complex accounting functions and performs related duties as assigned.

ESSENTIAL FUNCTIONS:

1. Plans, directs, and administers the District’s water service activities to include billing, collection and payment of water and sewer fees;

2. Manages the customer call center, automated call distribution system, and E-Commerce;

3. Oversees the customer service training program;

4. Addresses customer concerns and manages complaint resolution;

5. Develops, interprets, and implements fees, penalties, fines and deposits for water and sewer service;

6. Resolves complex and/or sensitive billing and payment problems;

7. Authorizes water service or discontinuation of service;

8. Analyzes and recommends improvements to billing and collection processes;

9. Establishes policies and ensures conformance of program operations to established standards;

10. Oversees the development of the section budget and monitors expenditures;

11. Trains, supervises, and evaluates the work performance of subordinates;
MINIMUM QUALIFICATIONS:

License or Certificates: Valid California Operators license issued by the State Department of Motor Vehicles. Department of Motor Vehicles driving record may influence employment or classification.

Education: Bachelor’s Degree from an accredited college or university with major course work in accounting, finance, business administration or a closely related field.

Experience: Seven years full-time experience responsible for computerized billing, call centers, payment and/or customer information functions related to service fees, liens, taxes or similar charges in a government agency or public/private utility (i.e. water, sewer, gas, electric, telephone, or cable television services). Five years of qualifying experience must have been at the supervisory or managerial level overseeing subordinate staff.

Knowledge of:

- Principles, practices and methods of remittance processing and customer billing.
- Principles and practices of internal control and internal processes for adjustments.
- Principles and practices of business information processing particularly related to the processing of customer accounts billing and remittance processing.
- The operations and requirements of the District’s service rules and unique billing groups.
- Principles and practices of effective management and supervision.
- Customer service operations and handling of complaints.
- Water delivery systems and wastewater collection facilities.
- District policies regarding the establishment of water delivery and billing for irrigation, domestic and sanitation services, and meter reading.
- District accounting functions.
- Geography of the district and the location of meters and facilities.
- Legal property descriptions.
- Principles of office management.
- Filing methods and record keeping principles and practices.
- Correct English usage, spelling and grammar.
- Proper letter writing techniques.
- Employee training techniques.
MINIMUM QUALIFICATIONS (Cont.):

Ability to:
- Instruct, train and supervise personnel in customer billing and customer service operations.
- Oversee call center operations and efficiencies.
- Operate a computer and spreadsheet software.
- Analyze and make sound recommendations on complex customer billing and remittance processing issues.
- Understand, interpret, explain and apply District policies and procedures regulating customer billing and customer service.
- Prepare clear, concise and comprehensive reports and written materials.
- Develop operating policies and procedures.
- Exercise sound independent judgment within general policy guidelines.
- Implement best management practices.
- Establish and maintain effective working relationships with all levels of District management, staff, external contacts and customers.
- Oversee cash collections, maintenance of accurate accounts status information and reconciliation of cash balances.
- Analyze and resolve customer complaints.
- Ensure the proper maintenance and preparation of records and reports.

PHYSICAL REQUIREMENTS:

1. Driving: Light
2. Sits for prolonged periods of time.
3. Operates a computer workstation.

See Human Resources for physical assessment form.