

# Water Authority Position Description

## CUSTOMER SERVICE ASST MGR

Status	Position Code	Level	Date
APPROVED	CSAM	P28	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

### POSITION SUMMARY

SUPERVISE, PLAN AND COORDINATE ASSIGNED ACTIVITIES WITHIN THE CUSTOMER SERVICES DIVISION OF THE WATER AUTHORITY TO INCLUDE: METER READING, NEW SERVICES, BILLING AND COLLECTIONS; TO COORDINATE ASSIGNED ACTIVITIES WITH OTHER DIVISIONS, OUTSIDE AGENCIES AND THE GENERAL PUBLIC; AND TO PROVIDE HIGHLY RESPONSIBLE AND COMPLEX ASSISTANCE TO THE CUSTOMER SERVICE MANAGER.

### MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSEWORK IN BUSINESS ADMINISTRATION, ACCOUNTING, OR RELATED FIELD, PLUS FIVE (5) YEARS EXPERIENCE IN BILLING OR UTILITY CUSTOMER SERVICE TO INCLUDE TWO (2) YEARS DIRECT SUPERVISORY EXPERIENCE IN A MANAGEMENT AND/OR ADMINISTRATIVE CAPACITY.

### ADDITIONAL REQUIREMENTS

AUTHORITY OPERATOR PERMIT W/IN 6 MOS.; NM DRIVER'S LICENSE

### SUPERVISION RECEIVED/EXERCISED

RECEIVES GENERAL DIRECTION FROM THE CUSTOMER SERVICE MANAGER.

SUPERVISES MANAGEMENT, SUPERVISORY AND SUPPORT STAFF.

### ESSENTIAL FUNCTIONS

1. DIRECT AND OVERSEE THE WORK PLAN FOR ASSIGNED SERVICES; ASSIGN WORK ACTIVITIES AND PROJECTS; MONITOR WORK FLOW; REVIEW AND EVALUATE WORK PRODUCTS, METHODS AND PROCEDURES; MEET WITH STAFF TO IDENTIFY AND RESOLVE PROBLEMS. PARTICIPATE IN THE DEVELOPMENT AND IMPLEMENTATION OF GOALS, OBJECTIVES, POLICIES, AND PRIORITIES; RECOMMEND AND IMPLEMENT RESULTING POLICIES AND PROCEDURES.
2. EVALUATE OPPORTUNITIES FOR IMPROVING SERVICE DELIVERY METHODS AND PROCEDURES; IDENTIFY RESOURCE NEEDS; REVIEW WITH APPROPRIATE MANAGEMENT STAFF; IMPLEMENT IMPROVEMENTS.
3. REPORT ON SCOPES OF AUDITS, FINANCIAL CONDITIONS, SOURCE AND APPLICATION OF FUNDS, AND RECOMMENDATIONS FOR FINANCIAL OPERATIONS IMPROVEMENTS.
4. ENFORCE WATER AND SEWER RATE ORDINANCES AND WATER AUTHORITY POLICIES AND PROCEDURES. INTERPRET AND EXPLAIN LAWS, ORDINANCES, CODES, AND RULES AND REGULATIONS TO CONTRACTORS AND CUSTOMERS. ENSURE CUSTOMERS ARE CHARGED ACCORDING TO FEE OR RATE STRUCTURES, INVESTIGATE DISCREPANCIES, AND AUTHORIZE REFUNDS OR ACCOUNT ADJUSTMENTS.
5. PROVIDE ASSISTANCE TO THE CUSTOMER SERVICE MANAGER; PARTICIPATE ON A VARIETY OF COMMITTEES; PREPARE AND PRESENT REPORTS AND OTHER CORRESPONDENCE AS APPROPRIATE AND NECESSARY.
6. WORK DIRECTLY WITH CUSTOMER SERVICE MANAGER IN THE DEVELOPMENT AND ADMINISTRATION OF ASSIGNED BUDGET; FORECAST FUNDS NEEDED FOR STAFFING, EQUIPMENT, MATERIALS AND SUPPLIES; MONITOR AND APPROVE EXPENDITURES; RECOMMEND ADJUSTMENTS AS NECESSARY.
7. DEVELOP AND IMPLEMENT GOALS, OBJECTIVES, POLICIES, AND PRIORITIES; RECOMMEND AND IMPLEMENT RESULTING POLICIES AND PROCEDURES.
8. PARTICIPATE IN THE INTERVIEW/SELECTION PROCESS. TRAIN, MOTIVATE AND EVALUATE ASSIGNED PERSONNEL; PROVIDE OR COORDINATE TRAINING; WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES; IMPLEMENT DISCIPLINE AS NEEDED.
9. PREPARE FOR CUSTOMER APPEAL HEARINGS BEFORE THE AUTHORITY HEARING OFFICER.
10. COORDINATE UTILITY BILLING ACTIVITIES WITH THOSE OF OTHER DIVISIONS AND OUTSIDE AGENCIES AND ORGANIZATIONS.

#### **SUPPLEMENTAL FUNCTIONS**

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS; STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD.
2. ANSWER THE TELEPHONE AND GREET AND ASSIST INTERNAL AND EXTERNAL CUSTOMERS; RESPOND TO AND RESOLVE DIFFICULT AND SENSITIVE CITIZEN INQUIRIES.
3. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

**PREFERRED KNOWLEDGE**

## KNOWLEDGE OF:

OPERATIONAL CHARACTERISTICS, SERVICES AND ACTIVITIES OF UTILITY BILLING CYCLES, PAYMENTS AND OTHER TYPICAL BILLING FUNCTIONS UTILITY RULES AND REGULATIONS AND APPLICABLE FEDERAL, STATE AND LOCAL LAWS, CODES AND REGULATIONS. MODERN AND COMPLEX PRINCIPLES AND PRACTICES OF A UTILITY BILLING SYSTEM PRINCIPLES AND PRACTICES OF GENERAL ACCOUNTING PRINCIPLES OF BUDGET PREPARATION AND CONTROL MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT INCLUDING COMPUTERS PRINCIPLES OF SUPERVISION, TRAINING AND PERFORMANCE EVALUATION

**PREFERRED SKILL/ABILITY**

## SKILL AND ABILITY TO:

SUPERVISE, DIRECT AND COORDINATE THE WORK OF LOWER LEVEL STAFF  
SELECT, SUPERVISE, TRAIN AND EVALUATE STAFF  
INTERPRET AND EXPLAIN AUTHORITY BILLING POLICIES AND PROCEDURES  
PREPARE A VARIETY OF REPORTS  
OPERATE OFFICE EQUIPMENT INCLUDING COMPUTERS  
PREPARE AND FINALIZE STATISTICAL DATA FOR TECHNICAL REPORTS  
SOLVE COMPLICATED BILLING PROBLEMS RELATED TO WATER, SEWER AND REFUSE ACCOUNTS COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING  
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK

**WORKING CONDITIONS**

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS

**PHYSICAL REQUIREMENTS**

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: WALKING, STANDING OR SITTING FOR PROLONGED PERIODS; AND LIGHT LIFTING AND CARRYING. MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES