

Water Authority Position Description

CUSTOMER SERVICE MGR

Status	Position Code	Level	Date
APPROVED	CSMG	P30	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

PLAN, DIRECT, AND MANAGE THE OPERATIONS WITHIN THE CUSTOMER SERVICES DIVISION OF THE WATER AUTHORITY WHICH INCLUDE WATER METER READING/BILLING, COLLECTIONS, AND NEW SERVICES CONNECTIONS, ACCOUNT MAINTENANCE AND CALL CENTER OPERATIONS. COORDINATE ASSIGNED ACTIVITIES WITH OTHER DIVISIONS AND OUTSIDE AGENCIES. PROVIDE HIGHLY RESPONSIBLE AND COMPLEX ADMINISTRATIVE SUPPORT TO THE CHIEF FINANCIAL OFFICER.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE FROM AN ACCREDITED COLLEGE OR UNIVERSITY WITH MAJOR COURSE WORK IN BUSINESS ADMINISTRATION OR A RELATED FIELD, PLUS EIGHT (8) YEARS EXPERIENCE OVERSEEING CUSTOMER SERVICE CENTER, BILLING, COLLECTION OR CALL CENTER OPERATION, FOUR (4) YEARS SUPERVISORY EXPERIENCE IN A MANAGEMENT AND/OR ADMINISTRATIVE CAPACITY.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP) WITHIN SIX (6) MONTHS. POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE.

SUPERVISION RECEIVED/EXERCISED

RECEIVES ADMINISTRATIVE DIRECTION FROM THE CHIEF FINANCIAL OFFICER.

SUPERVISES MANAGEMENT, SUPERVISORY AND SUPPORT STAFF.

ESSENTIAL FUNCTIONS

1. ASSUME FULL MANAGEMENT RESPONSIBILITY FOR ALL DIVISION SERVICES TO INCLUDE CUSTOMER SERVICE, UTILITY BILLING AND WATER METER READING AND MAINTENANCE.
2. RECOMMEND AND ADMINISTER POLICIES AND PROCEDURES FOR CUSTOMER SERVICE OPERATIONS.
3. MANAGE THE DEVELOPMENT AND IMPLEMENTATION OF DIVISION GOALS, OBJECTIVES, POLICIES AND PRIORITIES FOR EACH ASSIGNED SERVICE AREA.
4. ESTABLISH, WITHIN DIVISIONAL POLICY, APPROPRIATE SERVICE AND STAFFING LEVELS. MONITOR AND EVALUATE THE EFFICIENCY AND EFFECTIVENESS OF SERVICE DELIVERY METHODS AND PROCEDURES. ALLOCATE RESOURCES ACCORDINGLY.
5. PLAN, DIRECT AND COORDINATE, THROUGH SUBORDINATE LEVEL STAFF, THE CUSTOMER SERVICES DIVISION'S WORK PLAN. ASSIGN PROJECTS AND PROGRAMMATIC AREAS OF RESPONSIBILITY. REVIEW AND EVALUATE WORK METHODS AND PROCEDURES. MEET WITH KEY STAFF TO IDENTIFY AND RESOLVE PROBLEMS.
6. ASSESS AND MONITOR WORK LOAD, ADMINISTRATIVE AND SUPPORT SYSTEMS, AND INTERNAL REPORTING RELATIONSHIPS. IDENTIFY OPPORTUNITIES FOR IMPROVEMENT. DIRECT AND IMPLEMENT CHANGES.
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7. DIRECT THE DEVELOPMENT OF INFORMATION SYSTEMS AND REPORTS TO DETERMINE ANNUAL REVENUE REQUIREMENTS. DEVELOP POLICIES REGARDING WATER AND WASTEWATER CONNECTIONS, SERVICE INSTALLATIONS AND CHARGES FOR VARIOUS CUSTOMERS.
8. PARTICIPATE IN THE INTERVIEW/SELECTION PROCESS. TRAIN, MOTIVATE AND EVALUATE ASSIGNED STAFF. PROVIDE OR COORDINATE TRAINING. WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES. IMPLEMENT DISCIPLINE AS NEEDED.
9. OVERSEE AND PARTICIPATE IN THE DEVELOPMENT AND ADMINISTRATION OF THE DIVISION BUDGET. APPROVE THE FORECAST OF FUNDS NEEDED FOR STAFFING, EQUIPMENT, MATERIALS AND SUPPLIES. APPROVE EXPENDITURES AND IMPLEMENT BUDGETARY ADJUSTMENTS AS APPROPRIATE AND NECESSARY.
10. EXPLAIN, JUSTIFY AND DEFEND DIVISION PROGRAMS, POLICIES AND ACTIVITIES. NEGOTIATE AND RESOLVE SENSITIVE AND CONTROVERSIAL ISSUES.
11. REPRESENT THE CUSTOMER SERVICES DIVISION TO OTHER DIVISIONS, ELECTED OFFICIALS AND OUTSIDE AGENCIES. COORDINATE ASSIGNED ACTIVITIES WITH THOSE OF OTHER DIVISIONS AND OUTSIDE AGENCIES AND ORGANIZATIONS.
12. PROVIDE STAFF ASSISTANCE TO CHIEF FINANCIAL OFFICER. ATTEND COMMITTEE AND OTHER GOVERNMENTAL MEETINGS. PREPARE AND PRESENT STAFF REPORTS AND OTHER NECESSARY CORRESPONDENCE.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF CUSTOMER SERVICE.
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

OPERATIONS, SERVICES AND ACTIVITIES OF THE COMPREHENSIVE CUSTOMER SERVICE SECTION
PRINCIPLES AND PRACTICES OF ACCOUNTING
MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT INCLUDING COMPUTERS
KNOWLEDGE AND UNDERSTANDING OF PUBLIC UTILITY RATES
PRINCIPLES AND PRACTICES OF PROGRAM DEVELOPMENT AND ADMINISTRATION
PRINCIPLES AND PRACTICES OF MUNICIPAL BUDGET PREPARATION AND ADMINISTRATION
PRINCIPLES OF SUPERVISION, TRAINING AND PERFORMANCE EVALUATION
PERTINENT FEDERAL, STATE AND LOCAL LAWS, CODES AND REGULATIONS
WATER AUTHORITY PERSONNEL RULES AND REGULATIONS

PREFERRED SKILL/ABILITY

PLAN, DIRECT AND OVERSEE CUSTOMER SERVICE ACTIVITIES
PLAN, ORGANIZE, DIRECT AND COORDINATE THE WORK OF SUPPORT STAFF
SELECT, SUPERVISE, TRAIN AND EVALUATE STAFF
DELEGATE AUTHORITY AND RESPONSIBILITY
ANALYZE AND ASSESS PROGRAMS, POLICIES AND OPERATIONAL NEEDS AND MAKE APPROPRIATE ADJUSTMENTS
IDENTIFY AND RESPOND TO SENSITIVE COMMUNITY AND ORGANIZATIONAL ISSUES, CONCERNS AND NEEDS
DEVELOP AND ADMINISTER DIVISION GOALS, OBJECTIVES AND PROCEDURES
PREPARE ADMINISTRATIVE AND FINANCIAL REPORTS ANALYZE PROBLEMS, IDENTIFY ALTERNATIVE SOLUTIONS, PROJECT CONSEQUENCES OF PROPOSED ACTIONS AND IMPLEMENT RECOMMENDATIONS IN SUPPORT OF GOALS RESEARCH, ANALYZE AND EVALUATE NEW SERVICE DELIVERY METHODS AND TECHNIQUES
INTERPRET AND APPLY FEDERAL, STATE AND LOCAL POLICIES, LAWS AND REGULATIONS 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: SITTING FOR PROLONGED PERIODS.
MAINTAIN EFFECTIVE AUDIO/VISUAL DISCRIMINATION AND PERCEPTION TO THE DEGREE NECESSARY FOR THE SUCCESSFUL PERFORMANCE OF ASSIGNED DUTIES