

# Water Authority Position Description

## CUSTOMER SERVICE MANAGER

Status	Position Code	Level	Date
APPROVED	CSMG	P30	Aug 2018

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 INCLUDES BILLING, COLLECTIONS, NEW SERVICES CONNECTIONS, ACCOUNT MAINTENANCE, CASH HANDLING, CALL CENTER OPERATIONS AND DISPATCH CENTER. COORDINATE ASSIGNED ACTIVITIES WITH OTHER DIVISIONS, OUTSIDE AGENCIES AND THE PUBLIC.

### 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 INCREASINGLY RESPONSIBLE EXPERIENCE IN A CUSTOMER SERVICE CENTER, DISPATCH CENTER, FINANCIAL INSTITUTION OR CALL CENTER OPERATIONS TO INCLUDE, FOUR (4) YEARS SUPERVISORY EXPERIENCE IN A MANAGEMENT OR ADMINISTRATIVE CAPACITY INCLUDING EXPERIENCE OVERSEEING CASH HANDLING OPERATIONS.

### ADDITIONAL REQUIREMENTS

MUST HAVE A VALID NEW MEXICO DRIVER'S LICENSE AND BE ABLE TO OBTAIN A VALID ABCWUA OPERATOR'S PERMIT (AOP).

### SUPERVISION RECEIVED/EXERCISED

RECEIVES ADMINISTRATIVE DIRECTION FROM SENIOR MANAGEMENT.

SUPERVISES MANAGEMENT, SUPERVISORY AND SUPPORT STAFF.

### ESSENTIAL FUNCTIONS

1. MANAGEMENT RESPONSIBILITY FOR ALL DIVISION SERVICES TO INCLUDE CUSTOMER SERVICE, DISPATCH CENTER, UTILITY BILLING ACCURACY, AND ACCOUNTS RECEIVABLE AND DELINQUENCY MANAGEMENT.
2. OVERSEE AND PERFORM CASH VERIFICATION AND RECONCILIATION, INCLUDING DAILY LOCK BOX TOTALS, INTERACTING WITH MERCHANT SERVICES PROVIDERS, FISCAL OFFICER AND FINANCIAL INSTITUTIONS.
3. MANAGE THE DEVELOPMENT AND IMPLEMENTATION OF DIVISION GOALS, OBJECTIVES, POLICIES AND PRIORITIES FOR CUSTOMER SERVICE AND DISPATCH OPERATIONS.
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 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. MONITOR DISPATCH FUNCTIONS INCLUDING ENTRY OF WORK ORDER TICKETS, PROVIDING CUSTOMER SERVICE FOR INCOMING CALLS, APPROPRIATELY DISPATCHING FIELD STAFF, REPORTING ABNORMALITIES TO MANAGEMENT OR EMERGENCY SERVICES AS NEEDED.
7. ASSESS AND MONITOR WORK LOAD, ADMINISTRATIVE AND SUPPORT SYSTEMS, AND INTERNAL REPORTING RELATIONSHIPS. IDENTIFY OPPORTUNITIES FOR IMPROVEMENT. DIRECT AND IMPLEMENT CHANGES.
8. DIRECT THE DEVELOPMENT OF INFORMATION SYSTEMS AND REPORTS TO DETERMINE ANNUAL REVENUE REQUIREMENTS AND IMPROVE THE EFFICIENCY OF DIVISION ACTIVITIES. MAINTAIN AND ADMINISTER POLICIES REGARDING WATER AND WASTEWATER CHARGES FOR VARIOUS CUSTOMER CLASSIFICATIONS.
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 AND SUPPORT DIVISION PROGRAMS, POLICIES AND ACTIVITIES WHILE BEING SENSITIVE TO PUBLIC PERCEPTION WHEN RESOLVING CITIZEN CONCERNS AND COMPLAINTS, INCLUDING THOSE INVOLVING CONFIDENTIAL OR CONTROVERSIAL ISSUES.
11. PROFESSIONALLY REPRESENT THE DIVISION TO ELECTED OFFICIALS AND OUTSIDE AGENCIES. COORDINATE ASSIGNED ACTIVITIES WITH THOSE OF OTHER DIVISIONS AND OUTSIDE AGENCIES AND ORGANIZATIONS.
12. 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.
13. 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. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

**PREFERRED KNOWLEDGE**

OPERATIONS, SERVICES AND ACTIVITIES OF THE COMPREHENSIVE CUSTOMER SERVICE AND DISPATCH CENTER SECTION  
PRINCIPLES AND PRACTICES OF ACCOUNTS RECEIVABLE  
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 DIVISION ACTIVITIES  
PLAN, ORGANIZE, DIRECT AND COORDINATE THE WORK OF SUPPORT STAFF  
SELECT, SUPERVISE, TRAIN AND EVALUATE STAFF  
DELEGATE AUTHORITY AND RESPONSIBILITY APPROPRIATELY  
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

