

DEPUTY DIRECTOR OF CUSTOMER SERVICES

Definition:

Under general supervision to assist in planning, organizing, and coordinating, the customer services of the Agency, including billing, and perform related work as required.

Distinguishing Characteristics:

This position is a mid manager and has responsibility for the functions assigned by the department manager. Incumbents are expected to operate with a great deal of independence and discretion. This position may accomplish tasks through other supervisors and staff. Incumbents will assist in developing and administering the departmental budget. Work is generally carried out in an office environment. The position requires communicating both orally and in writing and frequent use of the telephone. Occasionally the incumbent may lift and carry up to 35 pounds. The position requires occasional bending, stooping, climbing, standing and walking. Regular sitting for extended periods is required.

Examples of Duties:

- plan, organize, direct and coordinate the programs and activities of the customer services department with all other Agency departments and customers;
- develop short and long range goals and plans for attainment of objectives;
- develop and implement improvements as needed;
- analyze and evaluate program results as related to objectives and policy guidelines and make appropriate operation adjustments;
- select, supervise and train staff;
- evaluate staff performance;
- assist in preparing and administering the department budget;
- analyze data and prepare reports and recommendations on water usage, demand, rates and schedules;
- prepare revenue estimates, reports and statements;
- plan, organize and administer billing, collections, and cash receipts;
- provide and maintain customer service requests, customer files, outage notifications, PLX and ESO records, refunds, and PG&E reports;
- assist customers with special problems;
- develop and maintain reports for work volume, accounts receivable reconciliation, customer deposit records and refunds;
- investigate, analyze and resolve complaints and information requests from customers, employees, other agencies or governmental officials;

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- attend Board meetings and make presentations;
- prepares correspondence, reports, requisitions;
- investigate employee suggestions, complaints, grievances and accidents and prepare reports and recommendations on appropriate actions;
- may make presentations to groups on Agency services;
- performs related duties as required.

Qualifications:

Knowledge of:

- principles of public agency budgeting;
- modern office methods and procedures;
- ordinances, regulations, resolutions and laws governing water service, billing and collections;
- federal and state laws, regulations and guidelines regarding water delivery, use, and conservation

Ability to:

- plan, organize and direct the work of staff;
- prepare reports, prepare and administer department budget;
- collect, analyze and interpret complex data;
- supervise and train employees;
- develop effective and appropriate responses to customer service issues;
- apply specific laws, rules, office policies and procedures;
- make effective presentations to the Board of Directors and other groups;
- meet and deal tactfully with those contacted in the course of work;
- establish and maintain effective working relations.

Education/Experience:

Sufficient education, training and experience to demonstrate the knowledge, skill and abilities listed above. These would normally be acquired by completion of the requirements for graduation from college or university with a Bachelor's degree in Business Administration or Public Administration, and three (3) years experience in customer service or a closely related field, including at least one (1) years of supervisory experience; or an equivalent combination of education, training and experience. AWWA certification in water conservation or water auditing or an

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equivalent certification is preferred.

License/Certificates:

Must possess and maintain a valid California driver's license with an acceptable driving record.