

## **DIRECTOR OF CUSTOMER SERVICES**

### Definition:

Under administrative direction of the General Manager to plan, organize, direct and coordinate Water System's Customer Services Department of the Agency including meter reading, billing, and collections and water efficiency programs; perform related duties as required.

### Distinguishing Characteristics:

This position is a department manager and has overall responsibility for the functions assigned to the department. Incumbents are expected to operate with a great deal of independence and discretion. This position typically accomplishes tasks through other supervisors and staff. The incumbent would have responsibility for 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. The incumbent regularly visits field sites requiring the operation of a motor vehicle and occasionally traversing uneven terrain in inclement weather. 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 service department with all other Agency departments, customers and other public and private entities;
- 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;
- prepare and administer department budget;
- collect and analyze data and prepare reports and recommendations on water usage, demand, rates and schedules;
- prepare and administer contracts, water sale agreements, intertie agreements, etc.;
- implement and administer mandated programs (i.e., constructed conveyance backflow program);
- plan, organize and administer billing, collections, cash receipt, and deposit activities;

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- provide and maintain customer service requests, customer files, outage notifications, PLX records, refunds and PG&E reports;
- assist customers with special problems;
- prepare newsletter information, special customer notifications and distribute;
- implement and administer installment contracts, loans and improvement districts, customer deposit records and refunds;
- implement new zone formation;
- investigate, analyze and resolve complaints and information requests from customers, employees, other agencies or governmental officials; attend Board meetings and make presentations;
- may act for the General Manager in his/her absence;
- prepares correspondence, reports, requisitions;
- investigates employee suggestions, complaints, grievances and accidents and prepares reports and recommendations on appropriate actions;
- may make presentations to groups on Agency services.

### Qualifications:

### Knowledge of:

- principles of public agency budgeting;
- modern office methods and procedures;
- ordinances, regulations, resolutions and laws governing water service, billing and collections;
- principles of public relations and customer service and relations;
- analytic methods and practices;
- business English and business communications;
- the principles of effective management, supervision and training.

### Ability to:

- plan, organize and direct the work of staff;
- prepare reports, prepare and administer department budget;
- keep complex and comprehensive records and prepare correspondence independently;
- collect, analyze and interpret complex data;
- supervise and train employees;
- develop effective and appropriate responses to customer service issues;
- apply specific laws, rules and office policies and procedures;
- speak and write effectively;

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- prepare newsletter articles, customer notifications and public relations material;
- 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 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 six (6) years experience in customer service or a closely related field, including at least three (3) years of supervisory experience; or an equivalent combination of education, training and experience.

### License/Certificates:

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