



Hi-Desert Water District Classification Specification

Job Title: **Customer Service and Billing Manager**

Job Grade: 13

FLSA Status: Non-Exempt

Date: January 2019

JOB SUMMARY

Under the general supervision of the Controller or Chief Financial Officer, the position of Customer Service and Billing Manager plans, organizes and directs the District's billing, customer service, and field service (meter reading) processes, functions and staff. This position is a working managerial position in that it is responsible for understanding and performing the full range of customer service, field service, and billing related tasks. Resolves the most difficult, complex and/or sensitive customer complaints and questions concerning the delivery of services; oversees the proper collection of fees and charges; has proficient knowledge of District functions and policies; evaluates employees; establishes, reviews and evaluates office operation and schedules recommending changes of method, personnel and schedules when necessary.

SUPERVISION RECEIVED / EXERCISED

Receives general direction from the Controller or Chief Financial Officer. Exercises general and direct supervision over assigned staff.

ESSENTIAL FUNCTIONS *(include but are not limited to the following)*

*Class specifications are only intended to present a description summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not** include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of the incumbents within the class.*

- Coordinates, directs, and supervises the District's customer service, field service (meter reading) and billing processes and functions.
- Determines and schedules meter reading routes to assure the timely and accurate completion of the routes so that monthly bills can be generated and distributed.
- Works closely with the Purchasing and Facility Manager coordinating staff time to assist with facility maintenance activities, meeting and boardroom set up, and inventory tasks.

- Supervises and evaluates the performance of assigned staff; establishes performance requirements; monitors performance and provides coaching for performance improvement and development. Recommends changes in goals, procedures, policies, equipment, budget and or personnel to achieve performance efficiencies.
- Assures assigned staff is properly trained the duties and responsibilities of their jobs.
- Prepares and maintains a variety of records and reports, including time sheets, work orders, daily, weekly, monthly and annual operational statistics.
- Maintains and updates billing policy and procedure manual.
- Maintains and updates customer service policy and procedure manual.
- Maintains and updates field service policy and procedure manual.
- Handles especially difficult or controversial customer related problems or questions that cannot be resolved by customer service or billing staff members.
- Analyzes statistics and other data to determine the level of customer service performance achieved by the team.
- Develops customer service, billing and field service standards and goals. Monitor the team's performance in relation to the standards/goals.
- Assists in the design, installation and updates of billing, field service and customer service computer systems.
- Creates and implements internal systems and procedures to ensure proper accountability.
- Searches and investigates information contained in files, and processes documents requiring knowledge of departmental operations for external and internal report requirements.
- Responds to customer inquiries about billing, credit policies, water services, investigating services and general customer service.

JOB SPECIFICATIONS

Knowledge

- Principles and practices of accounting financial reporting.
- Development and maintenance of filing and record keeping systems.
- Principles of mathematics.
- Principles and practices of general ledgers and posting procedures.
- Red Flag procedures.
- Correct English usage, spelling, grammar and punctuation.
- Modern office practices, equipment, and procedures.
- Personal computer operation and related software applications at an advanced level.
- Laws, ordinances, statues, and regulations controlling handling customer accounts.
- District policies, rules, regulations and procedures.
- Best practices in customer service, billing and field service.
- Appropriate safety precautions, procedures, practices and regulations.

Skills and Abilities

- Interpret, analyze, and apply Federal, State, and local laws and regulations pertaining to the administration of customer service and billing functions.
- Analyze situations and make sound recommendations in support of District goals.
- Organize data, maintain records, and prepare reports.
- Review and comprehend technical financial information.
- Operate a computer workstation with advanced skill level in Excel, Word, and Outlook, including setup and maintenance of an Excel spreadsheet.
- Advanced data entry and 10-key functions.
- Use of standard office equipment such as copier, fax machine and scanner.
- Listen and effectively and courteously interface with customers.
- Exercise independent judgment and initiative within established guidelines.
- Interpret and follow District codes, policies, and standards.
- Maintain complete and accurate records and documentation.
- Communicate clearly and concisely, both verbally and in writing.
- Establish and maintain cooperative working relationships with all levels of co-workers, customers, Board Members, and vendors
- Prioritization, organization, and coordination.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS

The essential functions of this position may require the employee to perform the following physical activities. Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

- Work in an office environment with some exposure to dust, dirt and hazardous materials.
- Work at a desk for extended periods of time. Stand, walk and sit for extended time periods; able to carry, push, pull, reach and lift objects of up to 15 pounds such as large binders, books, and small office equipment. Move boxes paper, envelopes, bills and reports using a cart. Hearing and vision within normal ranges with or without correction.
- Communicate orally with District management, co-workers, and the public in face-to-face, one-on-one and group settings; regularly use a telephone and two-way radio for communication.
- Sufficient finger/hand coordination and dexterity to operate and adjust office equipment. Operate office equipment such as computer and keyboard, copiers and fax machines; look at computer monitor for extended time periods.
- Travel by vehicle while conducting District business.

- Read and interpret complex data, information and documents; analyze and solve complex problems; use math/mathematical reasoning; perform highly detailed work under changing, intensive deadlines, on multiple concurrent tasks; work with constant interruptions, and interact with all levels of District management, board members, other elected and appointed government officials, media representatives, business and community leaders, employees, financial institutions, consultants, vendors, the public and others encountered in the course of work.

QUALIFICATIONS

Education and/or Previous Work Experience

Any combination of experience and training that would provide the knowledge and abilities to perform the position is qualifying. A typical way to obtain the required knowledge and abilities would include the following:

- High School diploma or equivalent.
- Minimum of three (3) years of progressively responsible experience in billing/customer service and/or financial record keeping, of which at least one (1) year included supervising employees.

Highly Desirable:

- College level courses in accounting, business administration, or related subjects.
- Work experience within a public agency.

License / Certificate:

Possession of a valid Class C California driver's license and satisfactory driving record.

Other Requirements:

Satisfactory pre-employment background check, drug test, driving record check and physical exam.