MERCED IRRIGATION DISTRICT
CUSTOMER SERVICE MANAGER

FLSA Status – Exempt

DEFINITION:

Under general supervision, direct, manage, supervise, and coordinate the activities and operations of the Customer Service Division within the Customer Service Department. This position class is identified as a supervisory level position and oversees the utility billing, account maintenance, payment processing, resolution of customer issues and concerns, and bad debt collection activities; coordinates assigned activities with other divisions, departments, and outside agencies; and provides highly responsible and complex administrative support to the Controller.

ESSENTIAL FUNCTIONS OF THE POSITION:

- Assumes management responsibility for assigned services and activities of the Customer Service Division including utility billing in both, water irrigation and electric services, account maintenance, payment processing, rate changes, resolution of customer issues and concerns, and bad debt collection activities.
- Manages and participates in the development and implementation of goals, objectives, and priorities for assigned programs; recommends and administers policies and procedures.
- Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.
- Plans, directs, coordinates, and reviews the work plan for assigned staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.
- Advance department goals in an efficient and productive manner. Ensure staff is aware of and working toward goal attainment.
- Selects, trains, motivates, and evaluates assigned personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.
- Oversees and participates in the development and administration of the Customer Services Department's annual budget; participates in the forecast of funds needed for staffing, equipment, materials, and supplies; monitors and approves expenditures; implements adjustments.
- Researches, analyzes, and resolves all escalated customer issues including those from subordinate staff, superiors, or the Board; communicates results of analysis and the decision reached verbally or in written format to the customer and to superiors and the Board as required; provides feedback to other department personnel on how their actions positively or negatively impacted a District customer.
- Interprets and applies the District's Administrative Policies to various internal and external situations; reviews portions of the District's Administrative Policies that impacts customer service operations and recommends revisions to applicable sections.
- Develops manual or computerized program improvements; defines required changes and makes recommendations to the Controller and the Chief Financial Officer regarding how these programs should be implemented and monitored in order to provide for optimum performance relating to customer services provided to the District's rate payers; establishes procedures necessary to effectively monitor results against planned activities.
- Researches and analyzes new equipment and programs that may streamline work within the department; meets with various vendors to discuss new equipment and programs and reviews materials provided to see if it would benefit the department.
- Keeps abreast of computer technology in order to ascertain the most efficient system improvements; assumes responsibility for the implementation of technological advances including the areas of web based customer service transactions and presentation, cashiering, imaging, interactive voice recognition, and remittance processing functions.

- Supervises the collection of bad debt accounts through in-house and contract collection agencies; assumes responsibility for supervision of monthly processing of bad debt write-offs, follow-up collection procedures, and monitoring of bankruptcies and liens through computerized databases; keeps abreast of laws and regulations governing collection processes; reviews the success of the contracted collection agency and determines if another agency should be retained.
- Supervises the verification of cash drawer balancing, cash handling procedures, depositing of customer payments, and various other monetary instruments to the District's banking institutions as required.
- Assists the District's independent auditors in preparation of year-end audited financial statements related to Customer Service activities.
- Provides responsible staff assistance to the Controller and the Director of Finance; conducts a variety of organizational studies, investigations, and operational studies; recommends modifications to customer service programs, policies, and procedures as appropriate.
- Prepares and makes presentations to the management staff and the Board of Directors; prepares staff reports dealing with financial requests or policy change for approval by the Board of Directors.
- Serves as the liaison for the Customer Service Department to other divisions, departments, and outside agencies; coordinates with other District departments and staff whose activities have a direct impact on how and when customers are billed; ensures that common goals and objectives are coordinated; negotiates and resolves sensitive and controversial issues.
- Serves as staff on a variety of boards, commissions, and committees; prepares and presents staff reports and other necessary correspondence.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of customer service as well as customer account billing and payment processing; directs the incorporation of new developments into program areas, as appropriate.
- Perform other duties as requested, directed, or assigned.

QUALIFICATIONS:

Any combination of experience and education that would prepare the candidate for the duties and responsibilities of the position is acceptable.

Education:

- A typical way of obtaining the knowledge, skills and abilities outlined in this job description would be graduation from an accredited college or university with major course work in business administration, public administration or a related field.

Experience:

Three (3) to five (5) years of increasingly responsible experience in the customer service or related field including two (2) years of administrative and supervisory responsibility that included responsibility for implementing projects and performance measurement.

Ability to:

- Oversee and participate in the management of a comprehensive customer service program.
- Oversee, direct, and coordinate the work of lower level staff.
- Select, train, and evaluate staff.
- Oversee and participate in the development and administration of division goals, objectives, and procedures.
- Research, analyze, and evaluate new service delivery methods and techniques.
- Prepare and administer large program budgets.
- Prepare clear and concise reports including administrative and financial reports.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Troubleshoot and provide solutions to a full range of customer account issues.
- Balance cash receipts; find and reconcile discrepancies in balancing accounts.
- Make mathematical computations rapidly and accurately.
- Effectively represent the District to outside individuals and agencies to accomplish the goals and objectives of the unit.
- Speak and present information in a group environment.
- Work cooperatively with other departments, District officials, and outside agencies.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Operate a computer, calculating machine and other standard office equipment.

Knowledge of:

- Operational characteristics, services, and activities of a customer service program.
- Principles and practices of program development and administration.
- Principles and practices used in policy creation and improvement.
- Principles and practices of budget preparation and administration.
- Principles of supervision, training, and performance evaluation.
- Pertinent federal, state, and local laws, codes, and regulations.
- Principles of business letter writing and report preparation.
- Methods, materials, equipment, and practices utilized in modern computerized billing.
- Methods, procedures, practices, and terminology used in billing and financial record keeping work.
- Programs and services of the organization relating to service fees, billing, and account maintenance.
- Accounting principles, practices, and terminology including the District's Chart of Accounts and general funding sources.
- Accounting and auditing theory is desirable.
- Principles and procedures of record keeping.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, and databases.
- Customer service techniques, practices, and principles.
- Excellent use of English, spelling, grammar, and punctuation.

Necessary Special Requirements:

- Must file a Statement of Economic Interests in compliance with Government Code Section 8100.
- Must complete a two hour Ethics training course every two years in compliance with California AB 1234.
- Must complete two hours of Sexual Harassment training every two years in compliance with California AB 1825.
- A valid California Class C Driver License and the ability to maintain insurability under the District's vehicle insurance program.
- Abide by all District policies, guidelines and rules.

ENVIRONMENTAL FACTORS:

- Exposure to the sun: 10% or less work time spent outside a building and exposed to the sun.
- Irregular or extended work hours: Occasionally required to change working hours or work overtime.
- Work performed in an office environment.

The mental and physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions:

ESSENTIAL MENTAL ABILITIES:

- Exercise independent judgment.
- Self-directing and organized.
- Reason objectively.
- Assess, project and plan work activities on a daily and weekly basis.
- Interpret state/ federal/agency regulations.
- Document concisely, accurately and timely.
- Handle a variety of duties which may be interrupted or changed by immediate circumstances.

TYPICAL PHYSICAL DEMANDS:

- Communicate orally and in writing with District management, co-workers, outside auditors, customers, and the public in face-to-face and one-on-one settings.
- Transport, set-up and removal of promotional equipment and materials at various public functions.
- Use of office equipment such as computer, copiers, scanners, and fax machines.
- Capable of negotiating stairways.

Sitting:	Remains in a seated position for up to eight (8) hours per day
Hands/Arms:	Operates computer for up to eight (8) hours per day
Lifting:	Raises and lowers boxes and supplies up to twenty-five (25) pounds.
Stooping:	Bends body downward and forward by bending at the knees or waist
Talking:	Expresses ideas and shares information by means of spoken work in person and by telephone.
Hearing:	Hears well enough to receive communications in person and by telephone.
Vision:	Reads written and video messages for up to eight (8) hours per day. Operate vehicles and office equipment.

SUPERVISION:

The position receives general supervision from the Chief Financial Officer.