

DEFINITION:

Under administrative direction, plans, organizes and directs the activities of the Customer Service Department in the billing and collection of the City's electric, water, sewer, garbage and storm drain accounts. The Customer Service Department includes Utility Field Service, Printing, the Mail Center and Courier.

EXAMPLES OF DUTIES:

NOTE: The duties performed by the Director of Utilities/Customer Services include, but are not limited to, the following:

1. Plan, organize, direct and supervise the activities of the Customer Service Department.

Measures: Customer satisfaction and overall quality of the department.

2. Insure that department personnel procedures are in compliance with appropriate MOUs and City policies. Determine training needs and allocate required resources, recommend promotions, appointments, terminations, and disciplinary actions within the department..

Measures: Efficient operation of department.

3. Represent the City as the utility review manager in the resolution of billing problems and customer inquiries.

Measures: Customer satisfaction.

4. Work with the community, individual customers and other City departments evaluate and recommend services.

Measures: Effective communication and customer satisfaction.

5. Direct, prepare, administer and present to Council the annual budget for Customer Service, Utility Field Services, Printing and the Mail Center.

Measures: Annual budget submitted is accurate and reasonable. Insures that annual budget estimates do not exceed actual expenditures.

6. Coordinate, recommend and/or approve the purchase of equipment and supplies.

Measures: Purchases approved by City Council are in compliance within City guidelines and do not exceed budgeted estimates.

7. Plan for future customer and departmental growth and presents recommendations to Council.

Measures: Recommends solutions to problems associated with growth.

8. Review delinquent accounts, billing schedules, adjustments and cash receipts and makes and/or recommends necessary policy, procedural and system changes when appropriate.

Measures: Low delinquency rate, bills processed on schedule, low billing/adjustment ratio, consistent cash flow and prompt posting of payments.

9. Plan, organize, prioritize and direct the design and implementation of new and existing utility billing programs, equipment and system enhancements in the Customer Service department.

Measures: Programs completed in timely manner that meet customer needs, or improves on existing systems.

10. Maintain current knowledge of new technology and of local, State and Federal issues and laws relating to Utility Billing and Customer Service.

Measures: Keep up-to-date.

11. Perform related duties as assigned.

#### QUALIFICATIONS:

##### Knowledge of:

Effective verbal and written communication skills, supervisory skills; experience in the utility field; credit and collection; federal and state statutes; conflict resolution skills; workings of local government, City ordinances and resolutions; understanding of laws relating to municipal utilities; and computer literacy.

##### Ability to:

Effectively communicate both verbally and in writing. Interact effectively with the public and employees. Be sensitive to community and employee needs, and possess a genuine interest in working with customers and employees to provide quality service to customers.

Education:

Any combination of training and experience that provides the required knowledge, skills, and abilities is qualifying; typical education would include a Bachelor's Degree in Business, Public Relations or Human Relations from an accredited college, university, or equivalent.

Experience:

Typical experience would include seven years relevant experience in utility industry, finance, personnel management or public relations, including two years in a supervisory capacity.

Special Requirements:

Possession of a valid California driver's license, or the ability to acquire one within ten days of appointment.