



## ROWLAND WATER DISTRICT

### ACCOUNTING/CUSTOMER SERVICE MANAGER

#### **Definition**

Under general direction: to plan, organize, and manage the work of District personnel assigned to Customer Service; supervise the processing of customer service orders and payments; respond to and resolve complex customer problems; supervise the maintenance of appropriate records concerning customer accounts; assist with budget preparation; recommend programming modifications to meet departmental requirements; may serve as District Appeals Officer; and to perform related work as required.

**Example of Duties** -- Duties may include, but are not limited to, the following:

- Manages, assists, and assigns tasks and responsibilities to Customer Service personnel on a regular basis.
- Monitors progress or status of assigned projects and tasks to ensure productivity and quality of performance.
- Reviews current procedures to insure procedures and policies are within legal guidelines.
- Manages District collection activities related to customers.
- Authorizes corrections and adjustments made to customer accounts.
- Assists the Finance Officer with long-range planning of Customer Service functions and recommends billing system modifications when necessary.
- Participates in the departmental formation of policies and procedures regarding Customer Service functions of the District.
- Responsible for oversight of water service establishment, interruption, and termination.
- Initiates procedural changes, proposes policy changes, and submits reports on customer service data and special projects.
- Receives and responds to inquiries, complaints, and service requests and/or directs them to the proper personnel or departments for resolution.
- Responsible for constant and continuous coverage of Customer Service department telephones and public counter.
- Assists with preparation and fiscal control of the customer service budget.
- Oversees the processing of daily water service receipts.
- Coordinates work with Customer Service Field personnel.
- Keeps records and prepares reports regarding Customer Service Department, achieving goals and objectives.
- Assists in radio communication transmission when necessary.
- Resolves more difficult customer relations situations, involving upset and dissatisfied customers, requiring a high degree of sensitivity and use of sound independent judgment.
- Meets with customers to discuss and resolve problems relating to consumption discrepancies.
- Responsible for the safety and well being of subordinates.

### **Example of Duties (continued)**

- Makes recommendations for approval or disapproval of vacations and leave requests for subordinate personnel and maintains control of all leave requests to provide constant coverage of department.
- Prepares employee performance evaluations on a regular basis.
- May recommend hiring, promotions, transfers, suspensions, or other disciplinary actions as judged appropriate.
- Manages accounts payable.

### **Typical Physical Activities**

- Communicates orally with District management, co-workers, and the public in face-to-face, one-on-one, and group settings.
- Must be able to carry, push, pull, reach, and lift objects and supplies weighing up to 20 lbs.
- Regularly uses a telephone for communication.
- Uses a two-way radio for communication.
- Uses office equipment such as computer terminals, copiers, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal ranges.

### **Employment Standards**

#### **Knowledge of:**

- District policies, rules, and regulations related to Customer Service area of responsibility regarding the establishment and maintenance of services.
- Laws and regulations governing collections processes.
- Computerized billing and service information systems.
- Customer Service procedures and the handling of complaints.
- Geography of the District and the location of District facilities.
- District billing practices and fiscal record keeping methods.
- Rules and regulations required to work safely and efficiently.
- Principles of supervision, training, and work evaluation.

#### **Ability To:**

- Operate a computer with word-processing and spreadsheet software.
- Perform a variety of difficult and sensitive Customer Service functions regarding the establishment and maintenance of District services.
- Provide supervision, training, work development, and evaluations for Customer Service personnel.
- Plan, organize, coordinate, and direct a variety of difficult and sensitive Customer Service functions of the District.
- Research and interpret laws and regulations to assure District compliance with water service requirements.
- Gather and analyze data for special reports and studies.

**Ability To (continued):**

- Skillfully use computerized billing and customer information systems and software.
- Maintain tactful and good relations when working with the public regarding District services and complaints.
- Analyze and evaluate customer complaints.
- Coordinate Customer Service functions with other District functions and services.
- Prepare and maintain accurate and complete records and reports.
- Issue, receive, and comprehend oral and written communications.
- Communicate diplomatically and knowledgeably with District employees and the general public.
- Establish and maintain cooperative working relationships.

**Desirable Education and Experience**

Any combination of education and experience, which would likely provide the necessary knowledge and abilities is qualifying.

A typical way to obtain the knowledge and abilities would be:

7 - 10 years' experience in Customer relations.

5 years' experience in a leadership position

Specialized training or education in the area of Customer service practices and procedures and accounting practices and procedures.

Ability to speak a second language is desirable.

**Special Requirements**

- Ability to pass a pre-employment physical.
- Valid California Driver's License - Class "C". Must maintain an acceptable driving record as determined by the District's insurance carrier.
- Home telephone in service at all times.
- Reliable personal transportation.

This position serves a mandatory six (6) month probationary period.

**Overtime Assignments**

The purveyance of water is a vital service to the community and as such requires the availability of District personnel at all times. Consequently, employees will be required to respond to emergency calls, accept periodic overtime assignments, and perform any and all duties deemed necessary by the District. Lacking a bona fide excuse satisfactory to the District, a failure to report when called could result in termination.

**Fair Labor Standards Act**

For the purposes of the Fair Labor Standards Act, this position shall be considered a General Employee Unit, "non-exempt" position.

**Equal Opportunity Employer**

Rowland Water District is an equal opportunity employer, and does not discriminate in hiring, training, promotion, compensation or terms of employment on the basis of race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex.

**Americans with Disabilities Act**

The District will make such reasonable accommodation to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.

*Job Descriptions only present a descriptive summary of the range of duties and responsibilities for the specified position. Therefore, Job Descriptions **may not include all** duties performed by individuals holding the position. In addition, job descriptions are intended to outline the **minimum** qualifications necessary for entry into the position and do not necessarily convey the qualifications of incumbents within the position. Job Descriptions shall be periodically reviewed and updated by the General Manager.*

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**I have reviewed this Job Description with my Supervisor and agree with its contents.**

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Employee Signature

Date

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Supervisor Signature

Date