

VALLEY CENTER MUNICIPAL WATER DISTRICT
CONSUMER SERVICES SUPERVISOR

DEFINITION

Under general direction of the Director of Finance, incumbent performs a variety of supervisory, administrative, skilled and technical work in developing and implementing activities in the customer service division.

CLASS CHARACTERISTICS

This is a single incumbent class and is responsible for supervising all activities and staff related to customer service. It is distinguished from the Director who is accountable for all finance operations. The work also requires skill in developing and implementing billing and customer service procedures; preparing reports; and performing customer service and billing work. Incumbent may be required to serve as a backup for accounting support activities.

ESSENTIAL DUTIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to this position.

Supervises, reviews, and evaluates the work of assigned staff, provides staff training and development; assists in the selection of staff, reviews work for accuracy and compliance with department standards, participates in necessary disciplinary actions, and contributes in writing performance appraisals.

Ensures District customers receive excellent service when signing up for new services, inquiring about billing issues or disputes, and/or other related customer service issues. Assists customers with service questions, complaints, and concerns. Processes necessary documents to complete service sign ups, transfers, and/or other related activities.

Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives and values.

Monitors past due and closed accounts by making phone calls, sending collection letters, and preparing property liens.

Responds to emergency situations as necessary.

Ensures documents are properly filed, scanned, and indexed for the District.

Conducts research in order to complete a variety of surveys.

Develops departmental procedures to increase efficiency and ensure customer service standards are in adherence with applicable codes and regulations.

Prepares a variety of reports related to departmental activities and accounts in various formats.

Prepares service orders for field personnel involving transfers of accounts, re-reading of meters, customer requests or complaints, termination notices, and/or other related services.

Processes and balances cash receipts; prepares daily cash audit reports and bank deposits; maintains related accounting records.

Export meter reading information from the Financial ERP software to Sensus Autoread before the meters are read; upload the meter readings from Sensus Autoread and import the files to the Financial ERP software for billing procedures.

Performs audits on accounts receiving agricultural discounts to ensure compliance with applicable requirements.

Monitors the Customer Service Order Program for the District.

Reviews customer accounts for accuracy; prepares hard copies for scanning, sorting, and indexing on-line computer information.

Types a variety of correspondence related to owner authorizations, meter exchanges, billing corrections, welcome letters, and/or other related information.

Performs related work as assigned.

QUALIFICATIONS GUIDELINES

Knowledge of: Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures; methods, practices, and processes for billing, collections, and credit; principles, practices, strategies and techniques of customer service; techniques used in dealing with the public, in person and on the phone; office and records management practices and procedures: recordkeeping, filing, and purchasing practices and procedures; business data processing procedures and the use of personal computer equipment; record keeping principles and practices; business English usage; accounts receivable practices and business math.

Ability to: Provide administrative, management and professional leadership; monitor and evaluate subordinate staff; prepare departmental procedures; prepare business correspondence; work tactfully and effectively with customers and others both in person and on the telephone, define issues, analyze customer problems, evaluate alternatives, and develop sound conclusions and recommendations; perform detailed clerical work accurately; organize and maintain office files; maintain accurate records and files; make accurate arithmetic calculations in cashiering and banking activities; use initiative and sound judgment within established guidelines; prepare, administer, and monitor a division budget; maintain sensitive and confidential information; operate standard office equipment, operate a 10-key adding machine; communicate clearly and concisely and be understood while using the District's radio communication system; deal tactfully and courteously with the public, often in difficult or strained circumstances; and, establish and maintain effective working relationships with other employees and those contacted in the course of the work.

EDUCATION, EXPERIENCE, LICENSES AND CERTIFICATIONS

Education: Equivalent to a High School Diploma is required, a Bachelor's Degree from an accredited college or university in Accounting, Finance or closely related field highly desirable.

Experience: A minimum of four years of customer service experience; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

License and Certifications: California Class C Driver's License

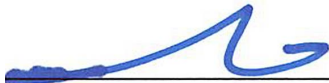
PHYSICAL DEMANDS AND WORK ENVIRONMENT

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

Physical Demands: While performing the duties of this job, the incumbent is regularly required to sit, stand, walk, talk and hear; use hands and fingers to grasp and feel or operate objects, tools, or controls; and, reach with hands and arms. The incumbent may occasionally be required to climb, balance, stoop, kneel, crouch, and crawl. The incumbent must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus to computer monitors and other standard office equipment.

Work Environment: Incumbents are not substantially exposed to adverse environmental conditions. Work is performed mostly under typical office conditions, involving a public counter, moderate telephone volume and a radio dispatch function and the noise level are usually quiet to moderate.

POSITION DESCRIPTION APPROVED:



General Manager



Date