



City of Tempe

CUSTOMER SERVICES MANAGER

JOB CLASSIFICATION INFORMATION			
<i>Job Code:</i>	425	<i>Department:</i>	Financial Services
<i>Supervision Level:</i>	Manager	<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified	<i>Market Group:</i>	Customer Services Office Supervisor
<i>Safety Sensitive / Drug Screen:</i>	No	<i>Physical:</i>	No
Click here for more job classification information including current salary range.			

REPORTING RELATIONSHIPS
Receives general direction from the Financial Services Director from other supervisory or management staff.
Exercises direct supervision over assigned supervisory, technical and clerical staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Five (5) years of experience in utility billing services, customer services, or a related field, including two (2) years of administrative and/or supervisory responsibility.
<i>Education:</i>	Equivalent to a bachelor’s degree from an accredited college or university with major course work in finance, accounting, business, or public administration. Additional specialized training in water systems operations or degree related to the core functions of this position.

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City’s stated mission and values. To manage, direct and coordinate the activities of the Customer Service Section; to coordinate section activities with other sections and departments; and to provide highly complex staff assistance to the Financial Services Director.

OTHER DUTIES AS ASSIGNED
Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Recommend goals and objectives; assist in the development of policies and procedures; evaluate operations and activities of assigned responsibilities; recommend improvements and modifications.
- Manage, direct and organize section staff and activities including the timely billing and collecting of charges for water, sewer, refuse and irrigation services, the monthly reading of water meters, the turning off and on of water meters, and the operation of the central cashier.
- Direct, oversee and participate in the development of the section work plan; assign work activities, projects and programs; monitor workflow; implement policies and procedures; review and evaluate work products, methods and procedures.
- Prepare the section budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials, and supplies; administer the approved budget.
- Participate in recommending the appointment of personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures; recommend employee terminations.
- Participate in the analysis of utility billing related business processes and recommend changes; analyze utility billing related software systems to determine adequate internal controls of data is in place.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Supervise the preparation of all accounts for water billing from computer information and reports; set up new tract files and control of meter installations and introduction of new accounts into billing system.
- Compile a variety of financial or statistical reports regarding billing and collection information and meter installations; prepare various reports on operations and activities.
- Supervise discontinuance of service and processing of delinquent accounts; receive and process requests for on/off of services or account changes.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

PHYSICAL DEMANDS *AND* WORK ENVIRONMENT

- Work is performed in a general office environment with moderate noise;
- Operate a variety of standard office equipment including a computer, telephone, calculator, copy machine;
- Continuous and repetitive arm, hand and eye movement;
- May work in a stationary position for considerable periods of time;
- May lift and carry materials weighing up to 25 pounds;
- May require extensive reading and close vision work;
- May require working extended hours;
- May work alone for extended periods of time;
- May travel to/from meetings and various locations.

COMPETENCIES		
CLASSIFICATION LEVEL	INCLUDES	COMPETENCIES
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn
Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ: Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective November 1988</i> <i>Revised January 1998</i> <i>Revised April 2002 (reestablish position)</i> <i>Revised June 2003 (duty and experience changes)</i> <i>Revised Dec 2010 (Title changed)</i></p>