



San Juan Water District

9935 Auburn-Folsom Road
Granite Bay, California 95746
(916) 791-0115
www.sjwd.org

Customer Service Manager

Position Description

Status: FLSA Exempt and Confidential in nature
Supervisor: Retail Operations Manager
Effective Date: December 1, 2013

Primary Function

To direct and supervise customer service, meter reading and conservation staff; to organize, direct and coordinate department activities including meter services, billing and collections, accounts receivable, customer inquiries and complaints, correspondence, public outreach material and programs, water efficiency programs, rebates and grant administration; and to perform highly responsible and complex professional and technical tasks relative to the assigned area of responsibility.

Supervision Received and Exercised:

Receives general direction from the Operations Manager and exercises direct supervision over technical and administrative support personnel.

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

- Develop, plan and implement department goals and objectives including the recommendation and administration of departmental and District policies and procedures.
- Coordinate department activities with those of other departments and outside agencies, consultants and organizations. Provide interdepartmental support as needed.
- Plan, prioritize, assign, supervise and review the work of staff involved in the support of the District's customer service, meter reading and conservation programs and activities.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Develop and participate in customer service and conservation budget preparation and administration including the forecast of funds needed for staffing, training, equipment, materials and supplies, professional services, conservation programs and the WEL Garden, and projected income from water efficiency grants; monitor and control expenditures.
- Select, train, and motivate personnel including the coordination of staff training, oversight of succession planning, evaluation of staff, and implementation of discipline procedures to maintain high standards necessary for the efficient and professional operation of the department.
- Collect and analyze data and prepare statistical reports and recommendations on water use and demand, rate setting and rate projections.
- Develop and maintain the District's Identity Theft Protection program, ensuring compliance with Payment Card Industry Data Security Standards (PCI-DSS).

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- Oversee the development and ongoing maintenance of the Emergency Notification System and alliance with participating agencies.
 - Coordinate rate change notifications in accordance with Prop 218 notice requirements.
 - Manage water efficiency grants and adhere to detailed reporting requirements.
 - Review, enter, and post adjustments to customer accounts; prepare month-end journal entries of billing and receivables; supervise and negotiate the collection of final and overdue bills, deposits, and charges.
 - Research and assist with preparation of capital facility quotes for new construction.
 - Administer acreage agreements and payment plan agreements for capital facility fees.
 - Direct the activities of customer relations in the development and maintenance of an effective relationship with customers, community groups, and civic groups; discuss or correspond with existing and potential customers regarding various requirements, regulations, and charges concerning water service, problems pertaining to excessive usage, the collection of overdue accounts, and complaints about charges and service.
 - Manage special projects related to customer service and conservation programs.
 - Contribute to the development of all public outreach material and programs including, but not limited to, the District newsletter, social media, website, and special mailers.
 - Coordinate the development, publication and distribution of the District's Consumer Confidence Report.
 - Direct the maintenance of the District's customer information/billing system.
 - Attend Board meetings and make presentations as required.
 - Oversee activities in the District's Water Efficient Landscape (WEL) garden including maintenance, improvements and special events.
 - Provide administrative support to Field Services with their annual backflow prevention device testing program.
 - Plan, organize, develop and administer the District's water conservation program to promote the efficient use of the District's water supply; develop and implement new conservation policies including the identification, evaluation, and public promotion of conservation measures, ensure compliance with California Urban Water Conservation Council's Best Management Practices.
 - Administer and interpret District policies and regulations to staff regarding customer service, conservation and safe work practices.
 - Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
 - Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
 - Administer a safe work environment, per the IIPP program, at all times for department staff members.
 - Perform related duties as assigned.

Minimum Qualifications

Knowledge of:

- Principles and practices of customer service.
- Principles and practices of water efficiency.
- Principles and practices of supervision, training and performance evaluations.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Principles and practices of organization, administration and personnel management.
- Principles and practices of budget preparation and administration.
- Principles and practices of safety management.
- Principles and practices of utility billing, collections and metering operations.

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- Sound research and analysis methods and practices.
 - Pertinent local, State and Federal laws, ordinances, rules and regulations.
 - Modern office equipment and computers including use of Microsoft Office programs.
 - Organizational and management practices as applied to the analysis and evaluation of various programs in area of responsibility.
 - Basic accounting principles and practices.

Ability to:

- Organize, implement and direct customer service, meter reading and conservation operations and activities.
- Maintain complex and comprehensive records.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- Interpret and explain pertinent District and Department policies and procedures.
- Develop and administer customer service and conservation budgets.
- Develop and recommend policies and procedures related to assigned operations.
- Work effectively under time deadlines and within limited financial and staffing resources.
- Address difficult issues by building consensus and developing appropriate resolutions.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Supervise, train and evaluate assigned staff.

Education, Experience, Licenses and Certifications:

Required:

- A Bachelor's degree from an accredited college or university in accounting, business or public administration. Additional major course work in water conservation, biology, botany, hydrology, horticulture, or landscape architecture is highly desired. Commensurate experience and an Associate's degree may be considered in lieu of a Bachelor's degree.
- Valid California Driver's License issued by the California Department of Motor Vehicles.
- Proof of good driving record.
- A minimum of ten (10) years of progressively responsible work experience related to business or customer service with at least five (5) years in a supervisory or lead capacity with the responsibility of dealing with the public and enforcing complex regulations and policies to resolve customer issues.

Desirable:

Any combination of education and experience which would likely provide the desired knowledge and abilities is acceptable. A typical way to obtain the knowledge and abilities would be:

- Five to seven (5-7) years of business or customer service support experience in a supervisory role in a public agency, preferably in a municipal water district, is strongly desirable.
- One to two (1-2) years of responsible professional experience in developing and managing a California water efficiency and demand management program is highly desired.
- AWWA Water Efficiency Practitioner Certification Grade 1, or ability to obtain within 2 years of employment, is highly desired.

- State of California Water Distribution Operator Certification Grade 1, or ability to obtain within 2 years of employment, is highly desired.

Physical Capabilities:

The 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 functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				✓
Hearing				✓
Standing/Walking		✓		
Sitting				✓
Climbing/Stooping/Kneeling		✓		
Lifting/Pulling/Pushing		✓		
Approximate Maximum Weight to Lift		20 Pounds		
Fingering/Grasping/Feeling				✓
Describe Working Conditions	90 Percent Indoors / 10 Percent Outdoors			