



## POSITION DESCRIPTION

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**TITLE: CUSTOMER SERVICES MANAGER**

**REPORTS TO:** Assistant General Manager

**GRADE:** 17

**FLSA:** Exempt

**CONFIDENTIAL:** Yes

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### **SUPERVISORY RESPONSIBILITIES**

**DIRECT:** (Position Titles) Customer Service and Public Affairs Supervisor; Field Services Supervisor; Park Supervisor

**INDIRECT:** Education and Conservation Coordinator, Staff Analyst; Customer Service Representative I and II; Field Services Technician I, II, & III; Park Ranger I and II

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### **MINIMUM QUALIFICATION REQUIREMENTS**

Unless required by law, experience and education may be substituted for each other upon approval by the General Manager or their designee. Certifications required by law for the position must be obtained within first year in the position.

**EDUCATION:** Bachelor's degree in Public Administration with minimum seven years of progressive administrative responsibility and experience preferred; or equivalent combination of education and experience. Valid California driver's license and proof of insurability are required.

**EXPERIENCE:** Minimum of seven years of experience performing professional level administrative duties including three years in a supervisory capacity. Must have extensive knowledge and working experience in public relations, customer service, utility billing, meters, the application, and administration of contracts and grants, and water conservation or education programs. Comprehensive ability to effectively utilize a personal computer, peripherals, and related word processing, spreadsheet and database management programs. Excellent verbal and written communications skills; ability to constructively deal with conflict and afford effective resolutions.

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### **CONTACT RESPONSIBILITY**

**INTERNAL:** Interaction with Supervisor to receive direction and review results; District management to provide a variety of administrative support functions; Direct reports to provide supervision and oversight; Board of Directors to provide a variety of administrative support functions; District employees to resolve a variety of customer service issues; all other District personnel as required.

**EXTERNAL:** Interaction with consultants, customers, vendors, government agencies and officials to schedule meetings, coordinate events and assist with problem resolution.

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### **PHYSICAL REQUIREMENTS**

Good hearing, eyesight and speech; Excellent ability to communicate both verbally and in writing; ability to effectively operate and utilize a personal computer and peripherals; able to tolerate periods of continuous sitting; may, on an infrequent basis, assist with lifting up to 50 pounds.

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## ENVIRONMENTAL CONDITIONS

Work is primarily performed within an enclosed office setting with lighting and ventilation. Subject to conversational noise from other personnel within the facility, along with standard background noise found in an office environment. Subject to long periods of sitting and exposure to computer screen. When performing work outside the facility, subject to variable weather conditions and possible exposure to heavy equipment, dust, fumes, odor, and noise. Appropriate personal safety equipment is provided.

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## DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

Under general direction of the General Manager, this at will position is responsible for managing the meter reading, meter maintenance, water utility billing, park operations, public affairs, and customer service functions of the District. A working knowledge and understanding of District safety rules and regulations, as well as active participation in the District's safety programs is necessary. An ability to perform successfully within a team environment; as well as support of the District Strategic Plan and Mission Statement are essential. Reliable, stable attendance is required.

The following tasks are typical for this classification. Incumbents may not regularly perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business or staffing needs and changing business practices as defined by the General Manager.

<b>% TIME</b>	<b>TASKS</b>
<b>25%</b>	Manages the Customer Service Department: <ul style="list-style-type: none"><li>• Oversees water utility billing, meter reading, and customer accounts and resolves related issues.</li><li>• Plans, organizes, and directs the work of the Customer Service department staff to ensure the District's goal of providing excellent customer service is achieved.</li><li>• Receives and responds in a professional manner to customer complaints and inquiries; works with various departments to resolve difficult and complex customer issues.</li><li>• Monitors compliance with sections of the District's Administrative Code referring to accounting and billing policies and procedures.</li><li>• Reviews procedures and proposes changes to billing.</li></ul>
<b>15%</b> maintenance:	Provides oversight on Elfin Forest Recreation Reserve's (EFRR) park operations and <ul style="list-style-type: none"><li>• Provides leadership and guidance for departmental and District-wide goals and policies.</li><li>• Maintains compliance with all applicable regulations, safety procedures, and training.</li><li>• Ensures proper EFRR relationships with other agencies are maintained.</li></ul>
<b>15%</b>	Oversees the Field Services department: <ul style="list-style-type: none"><li>• Manages meter reading routes, methods, procedures, and processes, including maintenance, repair, and the replacement of meters.</li><li>• Evaluates effectiveness of current water metering processes.</li><li>• Researches and recommends changes on business processes to improve work efficiency regarding department operations and procedures.</li></ul>
<b>15%</b>	Develops public relations, outreach, school and conservation programs: <ul style="list-style-type: none"><li>• Responsible for the management of all District public relations programs, materials, media and community outreach efforts to maintain and foster positive</li></ul>

relations between customers, vendors, government agencies, schools, and other water districts.

- Professionally represents the District and responds to inquiries from customers, the general public, special groups, and governmental agencies.
- Manages staff responsible for conducting tours of District facilities; making oral presentations; preparing exhibits and displays; and coordinating special events.
- Manages preparation of the Urban Water Master Plan and the annual Consumer Confidence Report.
- Oversees the regular maintenance of the District's web page and social media platforms.

**20%**

Responsible for the Administration of:

- Preparing complex reports and analytical documents for review by various audiences including the Board of Directors.
- Coordinating the District's legislative and lobbying efforts for state and federal programs, including representation at meetings and developing reports to the Board of Directors. Tracks legislation via hired consultants and prepare appropriate correspondence and reports.
- Monitoring the Administrative Code relating to departmental responsibilities and recommends changes/updates as needed.
- Managing the application and administration of all grant programs to effectively seek and gain funding for the District.
- Oversees the preparation of the District's Annual Objectives and Tiger Teams programs.
- Maintaining and oversee the District's liability, professional, and property insurance programs; provides contract administration and risk support to the General Manager with cases and claims.
- Conducting special studies and research as requested by the General Manager.
- Maintaining positive and productive working relationships with other Department Managers in order to achieve common District goals.
- Operating within budgetary guidelines and prepares the budget for the department.
- Supporting the District Strategic Plan and Mission Statement by keeping staff informed and involved.
- Responding to emergency situations using sound judgment.
- Organizing the Customer Service Department's documents such as contracts, leases, legal documents, and financial records for conformance to District records retention policies.
- Managing labor resources effectively, conducting evaluations, documentation of performance and ensuring training is completed.

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## **DETAILED DUTIES AND RESPONSIBILITIES - NON-ESSENTIAL FUNCTIONS**

**10%**

Performs all related duties as assigned.