



POSITION DESCRIPTION

TITLE: CUSTOMER SERVICE and PUBLIC AFFAIRS SUPERVISOR

REPORTS TO: Customer Services Manager

GRADE: 13

FLSA: Exempt

CONFIDENTIAL: Yes

SUPERVISORY RESPONSIBILITIES

DIRECT: (Position Titles) Education and Conservation Coordinator, Staff Analyst, Customer Service Representative I and II

INDIRECT: None

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 five 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. Standard First Aid and CPR certifications are required.

EXPERIENCE: Minimum of five years of experience performing professional level administrative support duties. Previous experience in a supervisory capacity preferred. Must have extensive knowledge and working experience in public relations, customer service, the application, and administration of contracts and grants, and water conservation 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.

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; 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.

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.

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.

DETAILED DUTIES AND RESPONSIBILITIES - ESSENTIAL FUNCTIONS

Under general direction, this at will position is responsible for a wide variety of high level and professional administrative duties as it relates to customer service, public affairs, legislative, budgetary, planning, and statistical and other management support for District-wide activities. Provide input and assistance in the development of departmental budget proposals in order to maintain or enhance existing levels of efficiency. In addition, this position will receive assignments in broad outline form and is expected to develop a plan, resources, and information to complete the assignment. Moreover, this position shall directly supervise the Staff Analyst, Education and Conservation Coordinator, and Customer Service Representatives I and II. 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.

% TIME	TASKS
45%	<p>Responsible for supervising all customer service related areas, including:</p> <ul style="list-style-type: none">• Receive and respond in a professional manner to customer issues and inquiries.• Oversee water utility programs and payments including the Direct Payment Program (DPP) and Agricultural Certified Program.• Coordinate with meter reading personnel as necessary to process service orders.• Oversee the preparation and sending of all water utility billing, closing bills, delinquent notices, and shut-offs.• Coordinate the appropriate staffing for the District front desk.• Liaison with the Finance Department to resolve meter reading, water utility billing, and customer account issues including liens, payment arrangements, consumption variances, year-end write offs, and refunds.• Oversee the Customer Service department staff to ensure the District's goal of providing excellent customer service is achieved.
25%	<p>Responsible for supervising the public affairs related areas, including:</p> <ul style="list-style-type: none">• The application and administration of all grant programs to effectively seek and gain funding for the District.• All District public relations programs to maintain and foster positive relations between customers, vendors, government agencies, and other water Districts.• Oversight of all outreach materials for water, wastewater, recycled water, EFRR (Elfin Forest Recreational Reserve) and Finance departments.• Coordinate the District's printing supplies.• Perform outreach initiatives with other member agencies to promote the District and to create and foster a positive relationship.• Oversee education programs of the District, including the 4th grade poster contests

and Water Awareness Month.

- Oversee outreach work at community events and tours.
- Oversee preparation of the Urban Water Master Plan.
- Coordinate the maintenance of the District's web page and social media platforms on a regular basis.
- Prepare and track the District's Annual Objectives.
- Implement and track the Tiger Teams programs.
- Coordinate the District Employee Guidelines and Procedures Manual.
- Review and update Administration Code for accuracy and content.
- Oversee preparation of annual CCR (Consumer Confidence Report).
- Conduct special studies and research as requested by the General Manager.

10% Coordinate the District's legislative and lobbying efforts for state and federal programs, including representation at meetings and developing reports to the Board of Directors. Track legislation and prepare appropriate correspondence and reports.

10% Maintain and oversee the District's liability, professional and property insurance programs. Provide contracts administration and risk support to the General Manager with cases and claims.

DETAILED DUTIES AND RESPONSIBILITIES - NON-ESSENTIAL FUNCTIONS

10% Performs all related duties as assigned.