



# City of Tempe

## CUSTOMER SERVICES MANAGER

### JOB CLASSIFICATION INFORMATION

|                                |                   |                                 |  |
|--------------------------------|-------------------|---------------------------------|--|
| <i>Job Code:</i>               | 425               | <i>FLSA Status:</i>             | Exempt                                 |
| <i>Department:</i>             | Internal Services | <i>Salary / Hourly Minimum:</i> | \$89,677                               |
| <i>Supervision Level:</i>      | Manager           | <i>Salary / Hourly Maximum:</i> | \$121,063                              |
| <i>Employee Group:</i>         | SUP               | <i>State Retirement Group:</i>  | ASRS                                   |
| <i>Status:</i>                 | Classified        | <i>Market Group:</i>            | Customer Services<br>Office Supervisor |
| <i>Drug Screen / Physical:</i> | N                 | <i>EEO4 Group:</i>              | Professionals                          |

### DISTINGUISHING CHARACTERISTICS

### REPORTING RELATIONSHIPS

Receives general direction from the Deputy Internal Services Director - Finance from other supervisory or management staff.

Exercises direct supervision over assigned supervisory, technical and clerical staff.

### MINIMUM QUALIFICATIONS

|                                 |   |
|---------------------------------|---|
| <i>Experience:</i>              | Five years of increasingly responsible experience in utility billing services, customer services, or a related field, including two 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. |
| <i>License / Certification:</i> | None  |

### 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 Deputy Finance and Technology Director - Finance.

## 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.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- 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 work flow; 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.
- Physically present to perform the duties of the position.

## PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

| 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><br/> <a href="#">City of Tempe, AZ : Competencies</a></p> |               |  |

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