

**RANCHO CALIFORNIA WATER DISTRICT  
POSITION DESCRIPTION**

**DATE:** July 1, 2020

**POSITION TITLE:** **Customer and Support Services Manager**

**GRADE LEVEL:** M21

**SUPERVISOR TITLE:** Director of Administration

**FLSA Status:**  Exempt       Non-Exempt       At-Will

**BARGAINING UNIT:**  RCWDEA       RCWD MPCEA

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**DEFINITION**

Under general direction, implement, manage and coordinate the activities and operations of the Customer Service and Administration Departments including customer call center, utility billing, collections, meter reading, field customer service, administrative support services, public records requests, claims, and records retention.

**CLASS CHARACTERISTICS**

This is a middle management level classification with responsibilities for managing and directing multiple District departments. Responsibilities consist of organizing assigned services, as well as budget and personnel administration for the assigned functional areas of responsibility. Duties may include performing the most difficult and complex tasks assigned to the work unit. Positions at this level report to the assigned division head and directly supervise multiple support staff. This is an At-Will job classification and is represented by the Rancho California Water District Managers Professional Confidential Employees Association (RCWD MPCEA) bargaining unit.

**EXAMPLE OF DUTIES** (Duties may include, but are not limited to, the following):

-  Manage and direct the District's utility billing, customer call center, meter reading, administration, District records, claims and public information request functions; establish work methods and procedures; assign duties and evaluate results.

- ✎ Manage and maintain constant flow of work within departments. Set and control priorities, plan and coordinate special projects, set and monitor department goals.
- ✎ Balance the scheduling of staff among assignments to accommodate customer demand; monitor representatives' interaction with customers in person and by telephone to provide coaching to improve customer service techniques and assistance.
- ✎ Assume the more difficult customer relations situations, involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment; take action to resolve complaints where appropriate.
- ✎ Ability to listen and ascertain the needs of customers; ability to find and communicate accurate information concerning process, policies and procedures to customers; ability to respond to customers tactfully and courteously.
- ✎ Ensure that established department call center and meter reading metrics are met.
- ✎ Manage billing processes for all District customers and maintain all customer accounts.
- ✎ Manage collections processes for delinquent customer accounts.
- ✎ Develop and implement new processes for computer system to process billing and service requests more efficiently.
- ✎ Oversee the meter reading process using the mobile collection and fixed network systems.
- ✎ Coordinate customer water service requests including turn-ons and turn-offs.
- ✎ Coordinate the delivery of notifications to customers for planned shutdowns or turnoffs due to non-payment.
- ✎ Coordinate the installation, removal, relocation, and reading of construction meters.
- ✎ Report to management any identified meter service and reading irregularities or inconsistencies.
- ✎ Uses applicable computer technologies in the process of performing assigned duties including the District's Utility Billing and Electronic Content Management Systems; identifies and recommends new technologies that may improve business processes/efficiencies.
- ✎ Manage administrative functions of the District.
- ✎ Manage the records management program; determine retention schedules; manage archives; scanning of electronic records, and destruction of documents and maintain supporting documentation.
- ✎ Recommend, implement and ensure compliance with operational policies and District's rules and regulations.
- ✎ Recommend, and implement measures to promote enhancing efficiency and effectiveness of the applicable departments practices, procedures, and systems.
- ✎ Ensure that public records requests and claims are processed and responded to as required.

- ✎ Develop and administer the assigned budget; recommend expenditures for equipment, materials and staffing. Manage the department within approved budget guidelines.
- ✎ Manage vendor contracts for various outsourced functions.
- ✎ Assess and administer user software training requirements.
- ✎ Effectively and professionally interact with all levels of the organization and the public.
- ✎ Attend regularly scheduled Board of Directors and Committee meetings as required, making presentations and providing input/expertise regarding customer service and administration issues.
- ✎ Conduct formal performance appraisals; participate in a variety of personnel actions including hiring, counseling, training, promotion, discipline and termination
- ✎ Perform special assignments and related duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- ✎ Complex principles and practices of public utility service including meter reading, utility billing, and customer service.
- ✎ Effective management skills, excellent customer service and interpersonal skills.
- ✎ General principles of public administration and management related to the implementation and evaluation of programs, operations and services.
- ✎ Office and records management practices and procedures.
- ✎ Principles and practices of sound business communication.
- ✎ Principles and practices of effective management and supervision.
- ✎ Principles of employee supervision including training, development and performance evaluation.
- ✎ Operational characteristics of business systems, call center hardware and software and office equipment.
- ✎ Personal computers, including computer spreadsheets and utility billing system.
- ✎ Administration and business management.
- ✎ Recordkeeping, filing and purchasing practices and procedures.
- ✎ Applicable laws, codes and regulations.
- ✎ Principles and practices of sound safety management.
- ✎ Effective team building techniques.
- ✎ Effective and comprehensive inter-personal and communications skills capable of explaining complicated systems in a simple and understandable method.
- ✎ Proper work safety standards.
- ✎ Experience with principles, practices, methods, technologies, and techniques of utility billing, including laws, regulations, and processes for collections, credit, and

delinquency management; Principles, practices, strategies and techniques of customer service.

**Ability to:**

- ✎ Communicate effectively, both verbally and in writing with strong written and verbal communication skills.
- ✎ Build consensus and establish effective working relationships with all levels of the organization.
- ✎ Oversee and direct staff and vendors to perform in a courteous, efficient and professional manner.
- ✎ Respond to internal and external customers in a courteous, efficient and professional manner.
- ✎ Understand and carry out verbal and written directions.
- ✎ Independently make high level decisions.
- ✎ Assign tasks and give direction to staff to accomplish District goals.
- ✎ Perform research and prepare statistical information.
- ✎ Operate a wide variety of telephone and computer hardware and software.
- ✎ Comply with the District's safety, health and environmental policies Perform research and prepare effective staff reports.
- ✎ Discern appropriate level of support needed to respond to a problem.

**SELECTION GUIDELINES**

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

**Experience:** Five (5) years of experience including three (3) years at the supervisory level; with a public utility service, with emphasis in customer service, support and/or administration. Experience with large, integrated customer billing and contact management systems and exercise effective supervision; Local, state and federal laws and regulations applicable to areas of responsibility; Advanced proficiency using Microsoft Word and Excel software, or equivalent. Experience using Utility Billing and/or Customer Relationship Management Systems. Experience working with an Enterprise Content Management System is desired.

**Training:** Equivalent to a bachelor's degree in business administration, public administration or related field; or an equivalent combination of education and experience sufficient to perform the essential duties of the job successfully.

**Licenses/Certificates:**

- ✎ Valid California driver's license, required

**PHYSICAL REQUIREMENTS/WORKING CONDITIONS**

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Frequently use office equipment such as a computer, copier and FAX machine
- ✎ Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs.
- ✎ Extended standing, walking, sitting, reaching, stooping, and bending
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Regularly uses a telephone or radio for communication
- ✎ Ability to speak and hear both in person, by telephone, and radio
- ✎ Vision within normal ranges with or without correction
- ✎ Regular attendance
- ✎ Work in a temperature controlled office environment with moderate noise
- ✎ Occasional travel by automobile conducting District business

**OTHER REQUIREMENTS**

- ✎ This position is at-will and classified as exempt from state and federal overtime pay provisions, because the duties and responsibilities meet the requirements for exemption under the Fair Labor Standards Act. The position will be required to work varying hours, weekends and holidays as the day-to-day job duties may require.

_____	_____
Employee Signature	Date
_____	_____
Supervisor/Manager Signature	Date