



## Job Description

*Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job.*

<b>Job title</b>	Customer Service Billing Manager
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### **GENERAL PURPOSE**

Under administrative direction, plans, organizes, and directs customer service billing services and personnel in the preparation and delivery of customer bills; develops and implements billing system improvements; manages delinquency process and field staff, oversees collections and credit arrangement activities; performs complex analysis and resolves the most difficult, complex, or sensitive customer billing problems and disputes; and performs related duties as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is a management classification responsible for planning, organizing, reviewing, and evaluating customer service billing services and personnel in the preparation and delivery of customer bills. Incumbents are responsible for performing diverse, specialized, and complex work involving significant accountability and decision-making responsibilities, including development and implementation of billing system improvements, and managing delinquencies, collections, and credit arrangement activities. Incumbents serve as a professional-level resource for organizational, managerial, and operational analyses and studies. Performance of the work requires the use of considerable independence, initiative, and discretion within broad guidelines.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives administrative direction from the Director of Customer Service. Exercises direct supervision over supervisory, technical, and administrative support staff through subordinate levels of supervision.

### **TYPICAL DUTIES AND RESPONSIBILITIES**

*The duties listed below are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this position.*

- Plans, organizes, supervises, trains, and evaluates the performance of assigned staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and

development; recommends compensation and provides other rewards to recognize performance; subject to management concurrence, takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with the District's rules, policies, and labor contract provisions; identifies best-of-class work practices among assigned staff and ensures uniform adoption of those practices.

- Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment which supports achieving the department's and the District's mission, strategic plan, objectives, and values.
- Participates in the development and implementation of goals, objectives, policies, and priorities for assigned services and programs; identifies resource needs; recommends and implements policies and procedures, ensuring alignment with the District's strategic and operational plans.
- Manages and participates in the development and administration of the department's annual budget; directs the forecast of additional funds needed for staffing, consultants, contractors, equipment, materials, and supplies; directs the monitoring of and approves expenditures; directs and implements adjustments as necessary to meet changing conditions.
- Develops and standardizes procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for improvement and makes recommendations to the Director of Customer Service.
- Manages the District's billing and collections and related customer service activities as provided through call-center, front counter, and field functions; ensures timely and accurate billing and collection and recording of revenues, resolution of delinquent accounts, and operation of an on-line billing/payment system.
- Oversees field services operations to ensure accurate meter readings, revenue protection, customer transitions, and reporting and timely completion of related field customer-service requests.
- Coordinates activities, procedures, and processes with Customer Service Field Representatives, Meter Readers, and other District departments to ensure effective operations in assigned areas of responsibility.
- Oversees implementation of new programs and services, including new technology.
- Manages external vendor contracts; ensures contract payment collection agency vendors complete work and resolve issues in a timely manner.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.

- Prepares and analyzes a variety of complex billing data, functional metrics, reports, and studies.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in the field of public agency utility billing; researches emerging products and enhancements and their applicability to District needs.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs related duties as assigned.

Continuous Improvement Related Duties:

- Applies Continuous Improvement principles in the deployment of department business plans, processes, and performance measures, ensuring that they align with District's strategies and operational plans.
- Participates in departmental performance assessments and the system of continuous improvements and effectively integrates and evaluates the linkages between the District's key value creation and support processes and related key performance indices.
- Ensures effectiveness of the business processes undertaken by the department and division.
- Defines customer service segments being served and establishes processes to obtain feedback to improve performance.
- Develops, maintains, and utilizes departmental performance indicators in making decisions.
- Establishes performance criteria for assigned staff.
- Ensures a thorough understanding of the Strategic Planning Cycle with each individual's responsibility associated with the cycle.
- The incumbent, while exercising his/her authority, shall abide by and promote the District's Mission, Vision, and Guiding Principles and adhere to the District's policies.

**REQUIRED QUALIFICATIONS**

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.

- Organization and management practices as applied to the development, analysis, and evaluation of programs, policies, and operational needs of the assigned area of responsibility.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Administrative principles and methods including goal setting, program development and implementation.
- Principles and practices of budget preparation and administration.
- 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.
- Applicable federal, state, and local laws, codes, regulations, and procedures.
- Record keeping principles and procedures.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Continuous Improvement Based Knowledge:

- The core values, concepts, and framework of continuous improvement criteria, including the principles of management by fact, and organizational and personal learning.
- The means of developing alignment between strategic goals and individual performance standards.
- Practices of process mapping (control).
- Practices of structured problem solving; the Strategic Planning Cycle and the various responsibilities within that cycle.

Ability to:

- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Develop and implement goals, objectives, practices, policies, procedures, and work standards.
- Provide administrative, management, and professional leadership for the Customer Services Billing program.

- Prepare, administer, and monitor a division/department budget.
- Manage and implement billing systems; define issues, analyze administrative processes, and recommend or implement effective courses of action.
- Prepare clear, accurate and concise correspondence, records and reports.
- Maintain sensitive and confidential information.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies, and procedures, and standards relevant to work performed.
- Effectively represent the department and the District in meetings with governmental agencies; community groups; various business, professional, and regulatory organizations; and in meetings with individuals.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Continuous Improvement Based Abilities:

- Develop a systems perspective for managing department operations and its key processes to achieve results.
- To use the seven continuous improvement categories and the core values as building blocks for department operations.
- Define and explain key processes and process requirements within the department; develop and deploy strategic plan elements and key performance measures consistent with District goals; develop and maintain continuous improvement in all areas of operations.
- Develop and monitor performance standards for all divisions within the department.
- Ensure department goals and objectives are aligned with other departments, branches, and the District as a whole; track and monitor department performance.
- Make sound decisions based on departmental performance indicators.

Experience:

*Any combination of experience and education that provides the required knowledge and abilities is qualifying, along with the specific licenses/certifications as outlined below:*

- Four (4) years of increasingly responsible supervisor or administrative experience involving customer service, billing and/or collections responsibilities.

Education:

- Equivalent to completion of the twelfth (12<sup>th</sup>) grade; completion of a four-year business-related degree from an accredited college or university is desirable.

Licenses/Certifications:

- None.

**PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. This is primarily a sedentary office classification although standing in work areas and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

**WORK ENVIRONMENT**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.

Eastern Municipal Water District  
Job Title: Customer Service Billing Manager  
Last Update: October 2019

This job description has been reviewed and approved by all levels of management in cooperation with the union (if applicable):

<b>Approved by:</b>	<i>Board of Directors</i>
<b>Date adopted:</b>	<i>October 2, 2019</i>
<b>Date modified:</b>	
<b>FLSA determination:</b>	<i>Exempt</i>

**Job Description Acknowledgment**

*I have received, reviewed, and fully understand the job description for Customer Service Billing Manager. I further understand that I am responsible for the satisfactory execution of the essential functions described therein, under any and all conditions as described.*

*Employee Name (print):* \_\_\_\_\_ *Date:* \_\_\_\_\_

*Employee Number:* \_\_\_\_\_

*Employee Signature:* \_\_\_\_\_