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CITY OF RIVERSIDE
HUMAN RESOURCES DEPARTMENT
CLASSIFICATION SPECIFICATION

04/14/2010
Revised

**TITLE: UTILITIES CUSTOMER SERVICE MANAGER
UTILITIES CUSTOMER SERVICE MANAGER (NON-CLASSIFIED)**

DEFINITION

Under general direction, to plan, direct, and supervise customer service and credit/collection activities; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

Positions designated as Non-Classified are exempt from the classified service. The Incumbent shall be appointed "at-will" and serve at the pleasure of the City Manager.

REPORTS TO: Utilities Assistant Director (Finance/Administration)

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Utilities Assistant Director (Finance/Administration). Exercises administrative supervision over professional, technical, and clerical staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- Assist in the development and implementation of goals, objectives, policies, and priorities.
- Supervise and participate in the conduct of customer service work.
- Supervise employees engaged in the maintenance of customer utilities history and billing records, and in the establishment of customer credit.
- Supervise employees engaged in collecting delinquent customer utility bills and in related small claims court activities.
- Prepare reports and make recommendations concerning credit policies, work procedures, and rates.
- Make extensive studies on utility accounts involving customer disputes. Review and approve the write-off of delinquent utility accounts.
- Assist in budget preparation and administration.
- Coordinate commercial activities with the city departments, divisions, sections, and with outside agencies.
- Supervise, train, and evaluate assigned staff.

QUALIFICATIONS

Knowledge of:

- Practices and procedures related to customer service, and maintenance of adequate customer account records.
- Credit and collection policies and procedures.

- Data processing as applied to commercial activities.
- Basic accounting.
- Electric power and water usage.
- Office methods, procedures, and equipment.
- Rates, rate structures, rules, and their application.
- Principles and practices of organization, administration, budget, and personnel management.

Ability to:

- Communicate clearly and concisely, orally and in writing.
- Develop and implement rates, rules, billing, and collection policies and procedures.
- Maintain complex financial records.
- Supervise, train, and evaluate subordinates.
- Work under pressure.

Education and Experience:

Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Equivalent to a Bachelor's degree from an accredited college or university with major work in business administration or closely related field. Additional qualifying experience may be substituted for up to two years of the required education on a year for year basis.

Experience: Three years of experience in utilities commercial operations including at least two years of supervision and preferably including experience in customer service, credit, and collection activities.

MEDICAL CATEGORY: Group 1

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Utilities Customer Service Manager

TO: Utilities Manager/Finance & Administration