



Resolution: 020926-F

Job Title: Customer Service Manager and Purchasing Agent

Department/Division: Water Division

Reports To: Assistant Finance Director Utilities

Direct Reports: Customer Service

Salary Class/Salary Grade: Classified/Grade 23

Employment Status/FLSA: Full-time Regular/Non-Exempt

GENERAL DESCRIPTION:

This position ensures the efficient and smooth daily operation of the AWB office while serving as both the Purchasing Agent and Customer Service Manager. The role oversees customer service operations, customer-facing billing issues, and purchasing and procurement activities in compliance with applicable laws, policies, and procedures. The position emphasizes service quality, customer issue resolution, ethical procurement practices, and effective administrative coordination.

ESSENTIAL JOB DUTIES:

Essential Job Duties are intended to be examples of duties and are not intended to be all inclusive. There will be other duties as assigned. All incumbents may not perform all job duties listed, and some incumbents may perform some duties which are not listed, and incumbents may be requested to perform job-related responsibilities and tasks other than those stated in this description.

Customer Service

- Oversees daily customer service operations to ensure timely, accurate, and professional service.
- Handles escalated customer inquiries, complaints, and complex billing disputes.
- Approves and administers customer payment arrangements in accordance with policy.
- Oversees special billing programs, including Fixed Income/Reduced Rate programs.
- Ensures consistent interpretation and communication of billing and customer service policies.
- Coordinates customer issue resolution with the Billing Coordinator and other departments.
- Reviews leak adjustments and other customer billing accommodations pursuant to policy and submit to Utility Accounting Manager for approval.
- Manages customer service team schedules including work and lunch schedules, approves time off requests and addresses any scheduling conflicts.
- Completes performance evaluations and training plans for customer service staff.

Purchasing Agent

- Serves as the Purchasing Agent for utilities (water, sewer and garbage).
- Manages purchase order requisition for utilities.
- Confirms receipt of purchased items.
- Review and submit invoices for payment.
- Resolves invoice discrepancies.
- Ensures compliance with purchasing laws, policies, and ethical standards.
- Coordinates purchasing needs with internal departments.
- Resolves purchasing issues or disputes.

Other Duties

- Provide administrative support for senior staff.
- Regular & predictable attendance is a required essential function of the position based on department established work schedule.

MINIMUM QUALIFICATIONS:

- High School Diploma or equivalent; Bachelor's or Associate's degree in Accounting or related field preferred
- 5+ years' experience managing Customer Service
- Knowledge of public purchasing practices preferred
- Strong computer skills. Knowledge of Microsoft Office, including Word, Excel and PowerPoint
- Experience using financial software systems
- Ability to read and write English, with excellent verbal and written communication skills
- Driver License
- State of Alabama Notary Public

Desirable Knowledge, Skills, and Abilities:

- Knowledge of accounts payable and general ledger systems and procedures
- Ability to build and maintain a good CSR staff
- Ability to manage and assign CSR staff efficiently
- Ability to establish and maintain effective working relationships with other employees and the public
- Ability to work collaboratively to complete assigned tasks
- Ability to maintain confidentiality
- Ability to solve complex problems and communicate clearly in written and oral form
- Ability to perform a wide variety of duties and responsibilities with accuracy and speed under the pressure of time-sensitive deadlines
- Ability to prioritize, multi-task, and organize workload to ensure efficient completion of work duties
- Strong computer skills. Knowledge of Microsoft Office, including Word, Excel and PowerPoint
- Ability to handle difficult situations and unhappy customers

The physical activities required for this position involve:

Frequent sitting, using hands, talking, and hearing; occasional standing, walking, reaching with hands and arms, stooping, and kneeling.

This position requires lifting:

Up to 25 pounds occasionally; up to 50 pounds rarely

This position has the following special vision requirements:

Ability to read information both in print and electronically.

ENVIRONMENTAL WORKING CONDITIONS:

The following physical conditions and hazards may be encountered while working in this position: None

I certify that this job description is a true reflection of the major responsibilities, requirements, and duties of this position.

Immediate Supervisor

Date

Department Head

Date

I have read this job description and understand the major responsibilities, requirements, and duties of this position. I understand the duties listed in this description are not all-inclusive and there may be other duties assigned to me.

Employee

Date