

# City of Lake City, FL

## Classification Description

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**Classification Title: CUSTOMER SERVICE DIRECTOR**

**Pay Grade: Open**

**Department: CUSTOMER SERVICE**

**FLSA Status: Exempt**

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### **General Description**

Through direction of subordinate staff, this position plans and directs the following activities: plans and performs administrative and managerial work related to billing production, revenue collections, new accounts, investigates service complaints, lien research, loan services, occupational license, permitting, placing work orders for the following departments: gas services, distribution and collection service, public works and customer service. Works with utility customer information system, cash receipts, account receivables and loan software applications. Work also involves supervising a staff of subordinate employees. Develops goals, policies, and processes to maximize utilization of resources. Drafts annual budget. Handles all reports to council pertaining to the Customer Service Department. Considerable independent judgment and initiative are required in performing assigned duties. Considerable tact, courtesy and firmness are required in dealing with customers and the general public. This position reports to the City Manager.

### **Nature of Work**

#### **Essential Functions:**

- Directs and supervises the development of office procedures for area of responsibility; evaluates the administrative systems and implements improvements.
- Drafts and implements the department's budget.
- Establishes performance metrics for all Customer Service Representatives.
- Oversees the daily workflow of the Customer Service Department.
- Directs the City's Tap and Impact department – Overseeing all utility connections to the City of Lake City utility infrastructure.
- Directs and trains staff; assigns work responsibilities, prioritizes and reviews employees' work and evaluate their performance. Ensures that staff adheres to established policies, procedures, and standards; trains and advises staff as necessary. Resolves problems as non-routine situations arise.
- Schedules systems and billing updates. Prepares, monitors and maintains utility loan agreements for impact fees and main line extension fees. Researches customer payment records. Develops and generates reports as requested or required.

## CUSTOMER SERVICE DIRECTOR

- Ensures that the utility billing, cash receipts, loans, lien research operations and are properly supervised and maintained; ensures that the staff and systems are processing payments, bills customers and captures revenues properly, processes new accounts and termination services efficiently and in a timely manner.
- Serves as a point of contact between Customer Service and Utility Administration, City administration, other departments and outside vendors providing service to the Customer Service division; works with Administration in developing and carrying out collection, billing, lien research policies and procedures.
- Manages outside contracts (i.e. Meter Reading, Sanitation Collection, Billing and Collection Agency) Evaluates each contract for responsibilities of both the City of Lake City and Contractor. Researches other municipalities to provide piggyback extensions in an effort to present at Council level that services will not be interrupted.
- Develops and maintains improvements to the division's customer service program. Promotes a high level of internal and external customer service from within the department, ensures that staff receives continuing customer service training and certificates.
- Authorizes routine and budgeted expenditures, monitors expenditures under area of responsibility.
- Performs special projects as they develop and are assigned.
- Develops strategies for implementing short and long-range business plans for improving customer service functions in support of strategic goals and objectives.
- Researches service level benchmarks to determine appropriate level of service for Utilities' customers.
- Prepares annual billing and collection of revenue data; prepare and administers customer service budget.
- Attends conferences, seminars, workshops, classes and lectures, etc., as appropriate, to enhance and maintain knowledge of trends and developments in the field.
- Assists independent auditors, answering inquiries and providing financial records and reports as requested.
- Evaluates performance indicators, both financial and operational, and directs changes to rectify problems and ensures quality products and services. Initiates major data management and system changes.
- Performs financial, operational, and systems analyses, and develops improved systems and processes.
- Calculate utility rates annually. Update system with correct rates.

(These essential job functions are not to be construed as a complete statement of all duties performed. Employees will be required to perform all duties as assigned.)

**KNOWLEDGE, SKILLS, AND ABILITIES**

**Equipment:** Uses small office equipment, including copy machines or multi-line telephone systems. Uses computers for reporting, word processing and/or accounting purposes.

**Critical Skills/ Expertise:** All employees must possess knowledge of general written standards and procedures utilized, and have the ability to read, interpret, and follow procedural and policy manual related to the job tasks. The abilities expected of all employees include being able to respond to supervision, guidance and direction of superiors in a positive, receptive manner and in accordance with stated policies, be appropriate groomed and attired so as to present a professional image in accordance with the organization's mission, goals, and policies; report for work promptly and properly prepared at the time and place required by the assignment or orders; notify the appropriate supervisor of intended absences in accordance with stated rules; conform with standards and rules regarding use of accrued time; demonstrate a polite, helpful, courteous, and professional image when engaged in any activity with the public; operate and care for equipment to manufacturer's specifications and/or within the specified parameters and in accordance with policies; demonstrate an understanding, consideration, and respect of cultural, religious, and gender differences when interacting with the public and colleagues. Critical skills/expertise identified for this job include:

- Knowledge of Microsoft Office; Excel
- Knowledge of cash handling, including balancing;
- Must be able to efficiently perform duties in fast paced environment;
- Ability to establish and maintain satisfactory relationships with the general public; and
- Ability to prepare operating and statistical tabulations and reports.

**Minimum Qualifications:** Graduation from an accredited college with a Bachelor's Degree or a minimum of four years of supervisory experience in customer service; or any equivalent combination of training and experience which provides the required knowledge, skills and abilities. Must possess a valid Florida's Driver's License and have an acceptable driving record and maintain an acceptable driving record.

**ESSENTIAL PHYSICAL SKILLS**

- Acceptable eyesight (with or without correction)
- Acceptable hearing (with or without a hearing aid)
- Ability to communicate both orally and in writing
- Walking, standing, bending

**SELECTION GUIDELINES:** Formal application, rating of education and experience; oral interview and reference check; job related tests might be required. The job description does not constitute an employment agreement with the employer, and requirements of the job may change. By signing below, I am indicating I have read and concur with the above description of my job.

\_\_\_\_\_  
Print Name

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date