

City of Lake City, FL

Classification Description

Classification Title: CUSTOMER SERVICE MANAGER
Department: CUSTOMER SERVICE

Pay Grade: ~~11~~ 8
FLSA Status: Exempt

General Description

Through direction of subordinate staff, this position plans and assists the Customer Service Director with the following activities: plans and performs work related to billing production, revenue collections, new accounts, investigates service complaints, lien research, loan services, and customer service. Works with utility customer information system, cash receipts, account receivables, and loan software applications. Work also involves coordinating staff of subordinate employees. Assists in developing goals, policies, and processes to maximize utilization of resources. 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 Customer Service Director.

Nature of Work

Essential Functions:

- Assists in the development of office procedures for area of responsibility; evaluates the administrative systems and implements improvements.
- Assists in the training of staff; assigning work responsibilities, prioritizing and reviewing employees' work and evaluating 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.
- Maintains system to ensure that all rates and codes are in conformance with applicable City Ordinances, and Standard Industrial Codes.
- Assists with scheduling system and billing updates. Line extension fees. Develops and generates reports as requested or required.
- Prepares departmental monthly report – to be sent in to City Manager for monthly posting.
- Prepares reoccurring monthly adjustments for specified commercial accounts.
- Process work orders for meter exchanges (and billing rates) in the system to ensure correct billing of utility accounts.
- Processes bank draft through First Federal Bank on a weekly basis for all City of Lake City utility customers. Maintains reporting for correct drafting.
- Ensures that Customer Service operations are properly maintained; that the staff and systems are processing payments, bill customers and capture revenues properly, processes new accounts and termination services efficiently and in a timely manner.

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- Promotes a high level of internal and external customer service from within the department, assists in ensuring that staff receives continuing customer service training and certificates.
- Assists in monitoring expenditures under area of responsibility, and assists in the preparation of the department budget.
- Assists staff in providing service to telephone and walkup customers as needed.
- Performs special projects as they develop and are assigned.
- Assists to develop strategies for implementing short and long-range business plans for improving customer service functions in support of strategic goals and objectives.
- Attends training 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 internally.
- Evaluates performance indicators, both financial and operational, and assists with changes to rectify problems and ensures quality products and services. Assists with major data management and system changes.
- Assist the Customer Service Director with any and all request pertaining to the duties and function of the Customer Service Department

(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 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;
- Knowledge of cash handling, including balancing;

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- 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: Requires graduation from high school or a GED, preferably supplemented by some college level work in business; and two years of experience in progressively responsible positions in the customer service field; 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