



City of Winder

Job Description: Customer Service Manager

Department: Utility Billing

Rev 4/12

EEO Function:

Pay Grade: 22

EEO Category: Professional

Status: Exempt

Pay Type: Salary

Position Number: 1862

I. Chain of Command/ Reports To

Finance Director

II. Job Summary

Under general direction, the purpose of the position is to supervise all activities related to customer service, work assisting the public with billing, payment and processing functions of involving a wide variety of municipal service accounts. Employees in this classification function at middle management level, and are responsible for developing and managing policies and procedures to ensure efficient and effective customer service and the collection of payments and various fees. Objective is to ensure accurate and efficient assistance is provided to the general public and business community.

III. Essential Duties and Functions

- Handles confidential files and materials
- Assume management responsibility for assigned services and activities including billing and collection for various City utilities
- Manages, monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures and reviews and recommends appropriate service and staffing levels
- Assists customers in identifying consumption problems and billing issues
- Works with customers to establish payment arrangements according to established policies
- Serve as the liaison for the Utility Billing Department negotiate and resolve sensitive issues
- Reviews customer's credit and billing history
- Coordinates connection and disconnect requests
- Coordinates documentation and service orders
- Develops and conducts training programs for Customer Service Representatives and coordinates and supervises all customer service functions to ensure accuracy
- Administers billing and delinquent notices; performs reconciliations and adjustments to accounts, all revised assessments, penalty and interest adjustments; and all account refunds
- Reviews and evaluates cut offs lists, balancing, edits and posting payments of accounts
- Develops budgets; prepares various fiscal reports, financial summaries, and consolidation reports; prepares various monthly, quarterly and annual reports
- Records and administers non-sufficient fund checks; submits unpaid utility account bills to collection

- Oversees the billing process
- Assists the Finance Department with resolving billing issues
- Performs a variety of cashiering and account reconciliation tasks
- Performs a variety of record keeping duties
- Responsible for maintaining time entry for subordinates
- Performs a wide variety of administrative tasks to include: interviewing, selection, hiring, discipline, employee motivation, performance evaluations, training, and terminations.
- Performs related duties as assigned

IV. Knowledge, Skills, and Ability:

- Knowledge of public relations and customer service techniques, including telephone etiquette
- Knowledge of utility billing procedures
- Knowledge of payment collections
- Knowledge of the geography and street locations of the City and water system area
- Advance knowledge of Microsoft Word and Excel
- Ability to evaluate and analyze customer needs to provide exceptional customer service
- Ability to maintain confidentiality
- Ability to perform mathematical calculations quickly and accurately
- Ability to correctly interpret and apply City policies
- Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form.
- Ability to proof documents for accuracy and completeness
- Ability to coordinate and conduct complex, multi-phase projects and programs
- Ability to pass drug testing as noted in policy
- Skill in understanding and following oral and/or written instructions
- Skill in establishing and maintaining effective working relationships with City employees and the public.

V. Licenses and Certifications Required

- Valid driver's license issued by the State of Georgia

VI. Qualifications

- Associate degree from and accredited college.
- Ten (10) years progressively responsible customer service and billing/finance experience, to include a minimum of five (5) years of supervisory responsibility. An additional five years of management experience may substitute for an Associate degree.
- Work evenings, weekends and/or holidays as required.

VII. Physical Requirements

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, or feel; reach with hands and arms; and communicate effectively in writing and verbally. The employee frequently is required to stand, walk, sit for extended periods, and use the computer keyboard and mouse. The employee is occasionally required to stoop, kneel, and crouch. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and ability to adjust focus. Occasionally lift and/or move up to 25 pounds.

Hearing: Hear in a normal audio range with or without correction.

VIII. Working Conditions:

This position works in an office environment. While performing essential duties of the job, employees work in an environment under constant deadlines, and may be exposed to dust, cleaning fumes, and works around office equipment. The noise level in the work environment may be moderate to loud.

Some travel may be required to maintain training requirements.

IX. Supervisory Controls/Responsibility:

Provides direction and guidance to other employees and oversees employees' day to day activities.

The above statements are intended to describe the general nature and level of work being performed by the person(s) assigned to this job. They are not intended to be an exhaustive list of all duties, responsibilities and skills required of personnel so classified. The approved class specifications are not intended to and do not infer or create any employment, compensation, or contract rights to any person or persons. This updated job description supersedes prior descriptions for the same position. Management reserves the right to add or change duties at any time.