

JOB DESCRIPTION

Job Title	Customer Service Manager	Supervisor	Director of Resource Conservation & Public Outreach
Department	Resource Conservation & Public Outreach	Class Group	Manager
Division	Customer Service Administration	Salary Grade	E109
Section	N/A	FLSA Status	Exempt

This job description is intended to describe the general nature and level of work being performed by people assigned to this job. The description is not intended to be an exhaustive list of responsibilities, duties and skills required for this position.

BASIC JOB SUMMARY

Under general direction of the Director of Resource Conservation and Public Outreach, the Customer Service Manager plans and coordinates field and office customer service and the cross connection control program activities. The Customer Service Manager designs and implements programs and services to further customer service and conservation goals and objectives, and provide administrative assistance to the department head.

ESSENTIAL DUTIES

Duty 1

Manages the field and office customer service functions, designs and implements programs and services that promote the District's position and further its customer service goals and objectives.

Duty 2

Manages projects and initiatives to assess customer service work processes and identify process improvements, including technology based enhancements to work management, routing, billing and customer information systems, and automated meter reading infrastructure.

Duty 3

Manages ongoing assessments of customer needs and satisfaction levels through surveys, forums and other customer feedback instruments to ensure high level of service and responsiveness to customer needs; recommends appropriate improvements or adjustments to level of service.

Duty 4

Manages ongoing reclaimed water surveillance, cross connection/backflow programs and water audit programs.

Duty 5

Takes a leadership role in training and developing customer service and conservation ethic among staff with direct customer contact and throughout the organization; serves as ombudsman for the customers' perspective in developing operational strategies, policies, and programs; identifies and designs needed process improvements to continually enhance customer service.

Duty 6

Directs and coordinates with other departmental units the activities of the customer services functions including billing, receipts and deposits; field and office customer counter activities; and responds to most difficult or sensitive customer queries and complaints.

Duty 7

Makes presentations to the Board, home owners' associations, hearings, special events, and to District staff.

Duty 8

Interviews and recommends selection of candidates; establishes performance expectations and performance standard for the division; oversees plans and actions for employee development; prepares and conducts employee evaluations; conducts informal counseling on work issues; prepares documentation and improvement plans to address work performance problems/deficiencies, and recommends and implements approved disciplinary actions.

Duty 9

Represents the District at meetings, conferences, and conventions; develops and makes presentations as required.

Duty 10

Reads and remains current on breakthroughs in water, wastewater, and biosolids industry technology, politics and emerging issues.

QUALIFICATIONS

DEMONSTRATED KNOWLEDGE OF AND PERFORMANCE IN THE FOLLOWING AREAS:

- ◀ District policies and procedures, programs and activities; customer service principles, practices and techniques;
- ◀ Basic water, wastewater, and biosolids composting operations and practices;
- ◀ Principles, practices, and techniques of supervision including personnel management practices.

ABILITY TO:

- ◀ Effectively resolve difficult and sensitive customer complaints; develop and foster a customer service standard of excellence among subordinates and District staff;
- ◀ Read, understand, and communicate complex technical materials to others with limited knowledge of subject matter;
- ◀ Organize work to meet critical deadlines; direct the work of others to meet established goals and objectives;
- ◀ Develop and make presentations to different audiences with various informational needs and concerns;
- ◀ Hire, train, supervise, coach, and evaluate employees;
- ◀ Communicate effectively, both orally and in writing;
- ◀ Establish and maintain effective working relationships with staff, the public, homeowners associations, community organizations, and special interest groups.

PHYSICAL AND SENSORY REQUIREMENTS:

- ◀ Sufficient eyesight to read fine statistical reports and standard text and data on computer terminal screens;
- ◀ Ability to speak and hear at normal conversational levels in person and over the telephone;
- ◀ Manual dexterity to write legibly and to use computer terminal, and other general office machines;

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- ◀ Ability to lift and carry up to approximately twenty-five pounds; and to reach, bend, or crouch to use files and records;
- ◀ Ability to travel to different sites and locations.

TRAINING AND EXPERIENCE GUIDELINES:

Any combination of training and experience, which demonstrates attainment of the required knowledge and ability to perform the required work (with reasonable accommodation, if needed), typically:

EDUCATION: Completion of a Bachelor's degree from an accredited college or university with major course work in business, management, public relations, communications, public administration or a closely related field; or in lieu, thereof, a combination of experience and education that clearly demonstrates technical competency in one or more of these fields.

EXPERIENCE: Five (5) years of increasingly responsible experience performing professional tasks in the development and implementation of customer service programs with at least two (2) years in a supervisory capacity.

REQUIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS:

A valid California class C driver's license must be maintained at all times.

DESIRED CERTIFICATIONS, LICENSES, AND REGISTRATIONS: