

CUSTOMER SERVICE MANAGER

Job Code	Pay Grade
17100	CL19

Nature of Work

This is administrative work assisting in managing the Customer Services Division of the Utilities Department, or comparable function. An incumbent in this class supervises designated staff and assists in the organizing, directing, and coordinating of all divisional activities including customer service, billing, and records retention. Independent judgment is required with only questions of policy being referred to the manager for discussion. The incumbent reports to a senior management official or designee.

Minimum Qualification Requirements

- 6 years experience in major business automated billing and collection or related field with preference given to experience in the department's assigned subject matter responsibility that includes 1 year supervisor or manager experience; or
- Associate's degree in business, finance, accounting, information technology or related field and 4 years experience as described above; or
- Bachelor's degree and 2 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License (CDL) and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Highly advanced experience in complex automated utilities, or other specific department billing systems and finance collection processes.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

Illustrative Tasks (These are examples and are not all inclusive.)

- Defines and supervises policies and procedures for department reporting of data entry, coding, billing, and collection to ensure proper billing and revenue collections.
- Assists in planning, assigning and reviewing the work of subordinate supervisory, field and office personnel.
- Participates in the development of systems specifications and data processing programs for the billing systems.
- Surveys existing data processing billing routines and evaluates necessary applications.
- Recommends and implements policy and procedure changes for the division.
- Reviews financial revenue transactions for proper reconciliation and controls.
- Prepares, monitors and controls budget for administrative services and branch offices.
- Evaluates supervisory and other assigned personnel; reviews performance evaluations of office and field personnel; participates in the interviewing, hiring, disciplining, and counseling of employees.
- Ensures programs and operations remain in compliance with all policy and regulatory requirements.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of the principles of government accounting, auditing, and internal control principles.
- Knowledge of Federal and State regulations that apply to assigned business functions.
- Knowledge of respective programs and industry practices as they apply to the department's specific mission and regulatory environment.
- Knowledge of the principles and techniques of effective customer relations communication.
- Knowledge of assigned billing and collection principles and ability to apply same.
- Knowledge of data processing equipment, systems, and programming.

CUSTOMER SERVICE MANAGER (continued)

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Knowledge, Skills, and Abilities (continued)

- Knowledge of the principles of office management and supervision and the ability to apply same.
- Skill in training and supervising subordinates to evaluate, and resolve customer business related concerns and complaints.
- Ability to plan, organize and supervise the work of a large office and field staff.
- Ability to apply computer applications and software.
- Ability to communicate effectively, both orally and in writing.
- Ability to present complex information.
- Ability to establish and maintain effective working relationships with others.
- Ability to plan, organize and coordinate work assignments.

For official use only

Revised	EEOC Code	Overtime Code
6/11	Professionals	Classified/Excluded