

DIVISION DIRECTOR, CUSTOMER SERVICES

Job Code	Pay Grade
17530	SM3a

Nature of Work

This is administrative and analytical work organizing, managing, and directing the activities of the Customer Service function of the consolidated Utilities Department. An incumbent in this class plans, assigns, and reviews the work of subordinate supervisory, office, and field employees located in the central office and three satellite offices. Work also involves coordinating operating systems standards, mainframe system changes to support service changes, and responsibility for fixed assets. The incumbent exercises considerable independent judgment and initiative in carrying out daily operations. The position reports to the Director of Utilities or designee.

Minimum Qualification Requirements

- Bachelor's degree in business administration, computer science, accounting or a related field and 4 years experience in automated utilities billing and collection that includes 2 years supervisory experience; 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 and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Plans, assigns, and reviews the work of subordinate supervisory field and office personnel engaged in customer billing and collecting, account reconciliation, payment processing, meter reading, customer telephone service center, and scalehouse billing and collections.
- Negotiates and administers Board of County Commissioners (BCC) approved billing service contracts for eleven (11) municipalities and two (2) private agencies for sewer refuse, stormwater, reclaimed water and utility tax revenues.
- Represents the Utilities department in meetings with representatives from municipalities and private agencies.
- Develops short and long range business plans for customer service functions in support of developed mission statements.
- Reviews service levels through survey responses to determine appropriate level of service for utilities customers.
- Administers water restrictions enforcement program.
- Prepares annual billing and collection revenue data; prepares and administers customer service budget.
- Develops utility information system software routines; maintains an up-to-date knowledge of computer specifications and configurations.
- Develops proposals on hardware, software and data processing personnel equipment.
- Conducts training and orientation on Utilities information system activities.
- Performs related work as assigned or required.

Knowledge, Skills, and Abilities

- Knowledge of accounting principles relating to Utilities System billing, collection, revenue reporting, account reconciliation and payment processing.
- Knowledge of governmental regulations as related to consumer services.
- Knowledge of business law as it relates to consumer services.
- Knowledge of electronic data processing equipment systems and programming.

DIRECTOR, CUSTOMER SERVICES (continued)

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Knowledge, Skills, and Abilities (continued)

- Knowledge of research techniques, methods and procedures.
- Knowledge of the principles of office management and supervision and the ability to apply these principles.
- Ability to apply computer applications and software.
- Ability to analyze, interpret and submit oral and written reports.
- Ability to prepare flow charts, block diagrams, and written operating instructions required for electronic computer operations.
- Ability to plan, organize, and supervise the work of a large staff.
- Ability to prepare operating and statistical tabulations and reports.
- Ability to express oneself clearly and concisely, orally and in writing.

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Reinstated	EEOC Code	Overtime Code
7/16	Officials & Managers	Exempt