



## Customer Service Manager

### Customer Service - Electric

#### **JOB SUMMARY**

This position is responsible for managing the department's customer service operations.

#### **MAJOR DUTIES**

- Manages and organizes the work of the division, including scheduling employees and overseeing operations.
- Reviews payroll reports for accuracy and completeness.
- Processes remote disconnection of meters due to non-payment.
- Reviews division reports and financial records to ensure accuracy and completeness.
- Assists in the resolution of customer inquiries and complaints; assists customers with escalate concerns.
- Initiates check requests.
- Analyzes and modifies processes to ensure maximum efficiency and accuracy.
- Develops and maintains performance standards.
- Hires, trains, disciplines and evaluates subordinates.
- Prepares collected funds for bank deposit.
- Reviews and processes requests for refunds.
- Meets with Electric Director and other department managers as needed.
- Assists law enforcement personnel with address verifications.
- Plans and implements division goals and objectives; ensures accordance with city goals.
- Assists in the preparation of the department budget; administers budgeted funds.
- Performs related duties.

#### **KNOWLEDGE REQUIRED BY THE POSITION**

- Knowledge of customer service principles.
- Knowledge of utility billing principles and practices.
- Knowledge of city personnel policies.
- Knowledge of department policies and procedures.
- Knowledge of budget management principles.
- Skill in organizing and directing the activities of personnel.
- Skill in the operation of computers and job-related software programs.
- Skill in management and supervision.
- Skill in oral and written communication.

#### **SUPERVISORY CONTROLS**

The Director assigns work in terms of division goals and objectives. The supervisor reviews work through conferences, reports, and observation of department activities.

#### **GUIDELINES**

Guidelines include city personnel policies and other department policies and procedures. These guidelines require judgment, selection and interpretation in application.

#### **COMPLEXITY/SCOPE OF WORK**

- The work consists of varied supervisory and management duties. The variety of tasks to be managed

combined with frequent interruptions contribute to the complexity of the position.

- The purpose of this position is to manage the department's customer service operations. Success in this position contributes to the efficiency and effectiveness of department operations.

### **CONTACTS**

- Contacts are typically with co-workers, other city employees, elected and appointed officials, property owners, landlords, law enforcement personnel, customers, and members of the general public.
- Contacts are typically to provide services; to give or exchange information; to resolve problems; to motivate or influence persons; or to justify, defend or negotiate matters.

### **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, walking or stooping. The employee occasionally lifts light objects.
- The work is typically performed in an office.

### **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position has direct supervision over Assistant Customer Service Manager (1), Billing Supervisor (1), Contract Desk Supervisor (1), Cashier Supervisor (1), and Receptionist (1).

### **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with the completion of a bachelor's degree in a course of study related to the occupational field. Relevant experience will be considered in lieu of a bachelor's degree.
- Experience sufficient to thoroughly understand the diverse objectives and functions of the subunits in the division/department in order to direct and coordinate work within the division/department, usually interpreted to require three to five years of related experience.

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