

**CITY OF POMPANO BEACH  
CLASS DESCRIPTION**

**JOB CODE 239**

**ASSISTANT CUSTOMER SERVICE MANAGER**

**GENERAL**

Responsible administrative and supervisory work assisting in the direction of the office routine and customer service activities. Work is performed under general supervision in the Finance Department.

**EXAMPLES OF ESSENTIAL DUTIES**

*The examples as listed are descriptions of essential functions and are not necessarily all inclusive. The omission of an essential function of work does not preclude management from assigning duties not listed herein. Assigned duties, which are essential function of work not listed herein, are permissible if such functions are a logical assignment to the position.*

- Helps direct and supervise the day-to-day operation of Customer Services.
- Assists in supervising the flow of all paperwork necessary to initiate any and all utility accounts.
- Assists in directing the accurate and timely reading of all meters to insure accurate billing.
- Supervises the accurate and timely billing of all customers.
- Resolves customer complaints or inquiries.
- Communicates with supervisor to assist with all questions received concerning customer services.
- Assumes duties and responsibilities of the manager of his/her absence.
- Performs related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

- Knowledge of customer application procedures, collections, and consumer billing.
- Knowledge of modern office practice, machines and equipment, especially as they apply to procedures within a public utility office.
- Knowledge of accepted principles of supervision, employee relations, and public relations.
- Ability to assign and review the work of subordinates and provide proper instruction.
- Ability to analyze work flow procedures and recommend needed improvements.
- Ability to participate in office activities in various sections to assure uninterrupted flow of work load.
- Ability to understand and implement oral and written instructions, gather information and make reports, and keep office records.
- Ability to work effectively with customers.
- Ability to multitask, organize, and prioritize in a stressful environment.
- Ability to communicate effectively both orally and in writing.
- Ability to exercise good judgment and perform a wide range of supervisory responsibilities.
- Ability to serve the public and fellow employees with honesty and integrity in full accord with the letter and spirit of all City ethics and conflicts of interest policies. A strong understanding of ethical behavior is required.

- Ability to establish and maintain effective working relationships with the general public, co-workers, City officials, and members of diverse cultural and linguistic backgrounds regardless of race, religion, age, sex, disability, or political affiliation.
- Ability to maintain regular and punctual attendance.

### **MINIMUM QUALIFICATIONS**

Associate Degree and considerable experience in responsible customer service, utility accounting, or related area.

*A comparable amount of training and experience may be substituted for the minimum qualifications.*

### **PHYSICAL REQUIREMENTS**

Must have the use of sensory skills in order to effectively communicate and interact with other employees and the public through the use of the telephone and personal contact as normally defined by the ability to see, read, talk, hear, handle or feel objects and controls. Physical capability to effectively use and operate various technological items such as a personal computer (PC), calculator, copier, and fax machine (not limited to these). No significant standing, walking, moving, climbing, carrying, bending, kneeling, crawling, reaching, and handling, sitting, standing, pushing, and pulling. Carry up to 25 lbs.

### **SPECIAL REQUIREMENTS**

Possession of a valid, appropriate driver's license and an acceptable driving record.

*Reasonable accommodations may be made to enable individuals with disabilities.*

Rev. 12/16

**Bargaining Unit:** Non-Bargaining

**FLSA:** Non-Exempt

**Pay Grade/Group:** 21/50

**Location:** Finance

**GERS:** Regular Class