

**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.

EXAMPLES OF ESSENTIAL DUTIES

(These are intended only as illustrations of the various types of work performed. The omission of specific duties does not exclude them from the position if the work is similar, related, or 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.

MINIMUM QUALIFICATIONS

Associate Degree. 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 items of office related equipment, such as, but not limited to a, personal computer, calculator, copier, and fax machine. 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.

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Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions