

**CITY OF POMPANO BEACH  
CLASS DESCRIPTION**

**JOB CODE 240**

**CUSTOMER SERVICE MANAGER**

**GENERAL**

Supervisory work managing the office routine and customer service activities. Work is performed under supervision of the Treasurer.

**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.)

Prepares, reviews, oversees operating budget; forecasts and reviews Utility Fund revenues.

Manages the office and field activities of the Customer Service operations by training and monitoring the staff.

Supervises the flow of all paperwork necessary to initiate any and all utility accounts. Directs 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. Projects revenues on garbage, water and sewer. Projects and submits yearly budget.

Communicates with supervisors to assist with all questions concerning customer services. Supplies monthly financial statements and control reports.

Reviews accounts receivables and delinquencies and takes appropriate action in a timely manner.

Performs related work as required.

**KNOWLEDGE, SKILLS AND ABILITIES**

Knowledge of customer application procedures, collections and consumer billing. Knowledge of office practices and machines and computer applications. Knowledge of accepted principles of supervision.

Ability to train and supervise. Ability to analyze work flow procedures and recommend needed improvements. Ability to implement oral and written instructions, gather information and make reports, and keep office records. Ability to work effectively with customers.

**MINIMUM QUALIFICATIONS**

Bachelor's degree in Business or a related field. Extensive customer service, utility accounting or related area experience with experience in a supervisory capacity.

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, pushing, and pulling. Occasional lifting of up to 50 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.