

**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 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.

- Prepares, reviews, and 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, machines, and computer applications.
- Knowledge of accepted principles of supervision.
- Knowledge use of MS Office and Outlook.
- Ability to train and supervise subordinates.
- 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.
- Ability to multitask, organize, and prioritize in a stressful environment.
- Ability to exercise good judgment and perform a wide range of supervisory responsibilities.
- Ability to establish and maintain effective working relationships with contractors, the general public, and other employees.

- 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.
- 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, sexual orientation or political affiliation.
- Ability to maintain regular and punctual attendance.

MINIMUM QUALIFICATIONS

Bachelor's degree in Business, Accounting, Finance, or a related field. Extensive experience in customer service, utility accounting, or a related field 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 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, pushing, and pulling. Occasional lifting of up to 50 lbs. Must be able to sit for long periods of time while using a computer.

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 to perform the essential functions.

Rev. 12/16

Bargaining Unit: Non- Bargaining

FLSA: Exempt

Classification: 30/50

Location: Finance Department

GERS: Regular Class