

MANAGER, CUSTOMER SERVICE

SUMMARY/PURPOSE

To provide responsible administrative, technical, and professional management of the Customer Services Division including customer account maintenance and security, appliance inspections and servicing, and meter reading operations, natural gas marketing and energy conservation. The duties are performed under the administrative direction of the Director of Public Works and Utilities; however, the employee is expected to exercise considerable independent judgment and initiative in the performance of daily duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES (other duties may be assigned)

1. Formulate, establish and implement policies and procedures for the Customer Services Division.
2. Develop, administer and monitor division budget, submit bids, and approve expenditures and service contracts.
3. Establish long- and short-range goals and objectives within budgetary constraints.
4. Assess current operations, procedures, problems, or needs; monitor and review work in progress and provides direction and assistance with operational problem solving.
5. Formulate, recommend, implement and evaluate the effectiveness of new or revised methods and plans to increase productivity, improve performance, reduce costs, and improve customer service satisfaction.
6. Develop and implement office and reporting procedures and procedures for financial management and security.
7. **Direct/Manage** Customer Call Center operations, and consult and participate with other divisions to ensure coordination and effective operation.
8. **Direct/Manage** Measurement Center operations, including inventory control and meter testing and calibrating.
9. Monitor divisional activities to ensure conformance with governmental regulations, departmental policies, safety regulations, and labor agreements.
10. Conduct research and analysis of industry and customer service trends and administrative studies on operational and programmatic issues and prepares reports, agenda items, and studies of administrative programs and operations.
11. Establish and maintain records of operations; produce reports as required and requested.
12. Negotiate, prepare and monitor utility payment **including the collection of delinquent accounts** and other contracts.
- ~~13. Develop, implement, and supervise a program of routine maintenance of assigned buildings.~~
14. Manage the Energy Loan Program, Comfort Policy Program, and marketing efforts of the division.
15. Receive, investigate and respond to public inquiries, concerns, and complaints, and requests for service.
- ~~16. Prioritize, assign, and direct the work of assigned staff, including establishing work standards, effectively recommend employment action, hire, discharge, etc., provide performance evaluations, delegate authority and responsibility, train and communicate instructions and information.~~
17. **Manage employee performance, and provide training, coaching, and mentoring for employees.**
18. **Provide clear, sufficient, and timely information to the employees about plans, expectations, tasks, and activities.**
19. **Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.**
20. **Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.**

21. Provide for ongoing training of employees in emerging methods, trends, and technologies, and proper and safe work methods and procedures.
22. Establish and maintain positive working relationship with the employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering their expertise to improve processes, systems, and the organization.
23. Other related duties may be assigned.

JOB REQUIREMENTS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required

1. Education & Experience Requirements
 - A. Bachelor's degree in Business Administration, Public Administration or a related field, plus five (5) years of progressively responsible, verifiable experience in office management and administration in a utility field, including two (2) years of supervisory experience; OR
 - B. A combination of education and experience equaling nine (9) years in an office management, administration, utility services, or related field including two (2) years of supervisory experience.
2. License Requirements
 - A. Must complete the Natural Gas Operator Qualifications (OQ) courses required as specified by the Chief Engineer of Utilities within six (6) months of hire and maintain certifications thereafter.
3. Knowledge Requirements
 - A. Knowledge of accepted supervisory and personnel management practices.
 - B. Knowledge of budgeting theory, methods, principles and practices, and cost accounting.
 - C. Knowledge of project and program planning, implementation, analysis and evaluation principles and practices.
 - D. Extensive knowledge of the principles, methods and techniques used in computerized billing, credit, and collection.
 - E. Knowledge of natural gas, water, storm, sanitary and street lighting utility operations.
 - F. Knowledge of labor relations and labor agreements.
 - G. Knowledge of research and data analysis methods for the purpose of budget and program management.
 - H. Knowledge of the principles, methods, equipment and materials used in the installation, operation, and maintenance of gas and water meters and appliances.
 - I. Knowledge of local, state, and federal laws and regulations related to credit and collection work and gas and water meter and appliance installation, operation and repair.
 - J. Knowledge of safe working practices.
 - K. Knowledge of effective training methods.
 - L. Knowledge of the Gas Emergency Plan as outlined by the MN Office of Pipeline Safety.
4. Skill Requirements
 - A. Skill in managing, evaluating and analyzing operations and procedures related to divisional activities, including prioritizing, scheduling and coordinating work projects.
 - B. Skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving conflicts.
 - C. Skill in preparing, designing and presenting accurate and concise written and oral reports to individuals and groups.
 - D. Skill in supervising others in an open and participative work environment.

- E. Skill in resolving customer complaints and concerns, and applying accepted principles of customer service.
 - F. Computer skills, specifically spreadsheet and word processing applications.
 - G. Exhibits leadership qualities of adaptability, dependability, and accountability.
5. Ability Requirements
- A. Ability to interpret and analyze data and descriptive statistics.
 - ~~B. Ability to transport oneself to, from and around various worksites throughout the City.~~
 - ~~C. Ability to design and deliver presentations.~~
 - D. Ability to set performance standards and goals.
 - E. Ability to estimate costs and calculate budget projections.
 - F. Ability to work independently to complete assignments with minimal information and general guidance.
 - G. Ability to research new products and contract services, collect bids and make price comparisons.
 - ~~H. Ability to establish and maintain effective working relationships with staff, customers, City Administrators and the general public.~~
 - I. Ability to use good judgment during emergency situations.
 - J. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
 - K. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
6. Physical Ability Requirements
- A. Ability to sit for extended periods of time.
 - B. Ability to hear and speak sufficiently to exchange information in person and by telephone.
 - C. Visual acuity to prepare and analyze data and figures.
 - D. Manual dexterity to use keyboard.
 - E. Ability to transport light loads such as to presentation materials weighing up to 15 pounds occasionally.
 - F. Ability to attend work on a regular basis.
 - G. Ability to transport oneself to, from, and around work sites of projects, tests, and other assignments.

HR: TS	Union: Supervisory	EEOC: Officials/Admin	CSB: 20140304	Class No: 1356
WC: 8810	Pay: **1115-1130	EEOF: Utilities/Transportation	CC: 20140310	Resolution: 14-0116R