

# PADRE DAM MUNICIPAL WATER DISTRICT CLASS SPECIFICATION

## CLASS TITLE: Customer Service Manager

<b>DEPARTMENT:</b> Finance	<b>ACCOUNTABLE TO:</b> Director of Finance	<b>FLSA STATUS:</b> Exempt
<b>SALARY RANGE:</b>	<b>28</b>	
<p><b>CLASS SUMMARY:</b> Incumbent is responsible for supervising all aspects of customer service to ensure an efficient, more productive customer-friendly environment. Duties include: evaluating, implementing and/or recommending changes to programs, services and policies concerning customer service issues; handling unusual or protested customer appeal decisions, correspondence, non-routine problem resolution; overseeing section operations by providing training and directing workloads; overseeing, compliance to State and Padre Dam guidelines where it pertains to customer collection activity; maintaining communications between management, staff and customers; conducting performance evaluations; collaborating with other departments and committees on various interdepartmental issues; working with Communications Department to develop, promote and/or resolve customer communication items and conservation programs; providing data for various state, county, agency, and, Padre Dam reports; preparing and enforcing budget expenditures for department.</p>		
<p><b>DISTINGUISHING CHARACTERISTICS:</b> The Customer Service Manager is the second level in a two level customer service series. The Customer Service Manager is distinguished from the Customer Service Representative in that the Manager has full supervisory authority.</p>		

<b>DUTY NO.</b>	<b>ESSENTIAL DUTIES:</b> (These duties are a representative sample; position assignments may vary)
1.	Supervises employees to include: scheduling, assigning and reviewing work; providing training; and, evaluating performance.
2.	Handles customer appeals and correspondence by doing research, writing responses and resolving problems.
3.	Works with other departments to resolve problems in Padre Dam's best interest; maintains communications between management, staff and customers.
4.	Oversees the collection and distribution of data to various government agencies through survey forms.
5.	Reviews policies and procedures, ensures compliance and makes changes when necessary.
6.	Prepares the cost center budget and makes spending recommendations.
7.	Consults, makes recommendations on new programs; directs and oversees implementation of same.

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DUTY NO.	ESSENTIAL DUTIES: (These duties are a representative sample; position assignments may vary)
8.	Performs other duties of a similar nature or level.

<p><b>Knowledge</b> (position requirements at entry):</p> <ul style="list-style-type: none"> <li>• Basic accounting and budgeting principles;</li> <li>• Appropriate English and grammar skills, both verbal and written;</li> <li>• Departmental and Padre Dam policies and procedures;</li> <li>• Problem resolution.</li> </ul>
<p><b>Skills</b> (position requirements at entry):</p> <ul style="list-style-type: none"> <li>• Monitoring and evaluating staff;</li> <li>• Developing, interpreting and enforcing policies and procedures;</li> <li>• Solving problems by gathering, analyzing and interpreting data;</li> <li>• Budget preparation;</li> <li>• Proficiency with computer, word processing, e-mail, spreadsheet programs;</li> <li>• Communication, interpersonal skills as applied to interaction with coworkers, management, the general public, etc. sufficient to exchange or convey information and to receive and regulate work direction.</li> </ul>
<p><b>Training and Experience</b> (position requirements at entry):</p> <p>Associate's Degree in General Business, Accounting or a related field and two years experience working with the general public in an office setting including one year of supervisory experience; or, an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Prefer Bachelor's degree from accredited college in business, communication or related field.</p>
<p><b>Licensing Requirements</b> (position requirements at entry):</p> <ul style="list-style-type: none"> <li>• Valid California Driver's License</li> </ul>
<p><b>Physical Requirements:</b></p> <p>Positions in this class typically require: sitting, standing, lifting, pulling, pushing, walking, fingering, grasping, talking, hearing, seeing and repetitive motions.</p> <p>Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 20 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.</p>
<p><b>Classification History:</b></p> <p>Date: 4/98; 1/02; 1/05</p>