

Auburn Water & Sewerage Districts Position Description

Customer Service Manager

Department: Office/Administration
Effective Date: March 2023

Reports To: Superintendent
Grade Level: 6

GENERAL SUMMARY:

Under the general supervision of the Superintendent, responsible for managing the front office portion of the Business, including customer service, cash receipts, accounts payable, payroll and human resources. Position will be responsible for organizing and coordinating the office operations and procedures in order to ensure organizational effectiveness and efficiency. Position is expected to perform a variety of clerical, administrative, and customer service tasks including interaction with customers both in person and on the telephone. Also responsible for the Districts' billing system and website.

The Customer Service Manager will also work closely with the Finance Manager in the analysis of financial data. Will train to assume responsibilities of Finance Manager in the absence of the Finance Manager.

ESSENTIAL JOB FUNCTIONS:

- ◆ Provides direct supervision to three clerical staff. Evaluates their work and provides training and assistance. Acts as contact person for employee issues and complaints, including harassment, employee relations problems, performance issues, etc. Resolves problems in collaboration with Superintendent.
- ◆ Serves as lead customer service representative in resolving questions or customer complaints. Understands Districts Terms & Conditions and can answer questions, provide information, and resolves problems.
- ◆ Administers the billing function for both Districts on a monthly and quarterly basis. Examines each individual account to ensure accuracy and readiness to bill. Prepares customer bills based on electronic meter-reading data. Sets up and maintains computer codes for billing and other electronic systems.
- ◆ Performs billing adjustments or corrections, applies surcharges as necessary, and performs interest calculations for delinquent accounts.
- ◆ Reviews high/low consumption reports, sends notices to customers, and maintains related records.
- ◆ Maintains detailed records of all billing information for internal record-keeping purposes and for end-of-year Public Utilities Commission reporting.
- ◆ Assists the Finance Manager with preparation of monthly financial statements. Tracks all financial transactions related to revenues, expenses, cash flow, capital projects, etc.
- ◆ Checks the General Ledger regularly to ensure accurate representation of billing information, project labor and equipment, etc. Prepares work orders for final bills, turn-on/shut-offs, meter changes, and corrective readings.
- ◆ Maintains information on all in-house construction projects, including labor expended, materials and equipment used, subcontractors involved, etc. Prepares related service bills.
- ◆ Maintains the Districts' website to ensure timely and accurate updates. Responsible for coordinating customer mailings or newsletters, as necessary.
- ◆ Acts as back-up for various clerical/administrative functions, including payroll processing, receiving cash payments, maintenance and balancing of daily cash drawer, and processing of incoming and outgoing mail.

SUPERVISORY RESPONSIBILITY:

Provides direct supervision to the Accounts Payable Clerk, Collections Clerk, and Payroll/Administrative/HR Clerk. Supervisory responsibilities may include interviewing and selection, training and development, counseling and discipline, termination and promotion/demotion, scheduling, evaluating performance, and recommending pay increases.

EDUCATION & EXPERIENCE:

Duties require knowledge equivalent to a high school diploma and three to five years of experience in office management and/or utility billing, collections, customer service, payroll, Accounts Payable, human resources, and general office/clerical work.

SKILLS & QUALIFICATIONS:

- ◆ Bachelor’s degree recommended; associate degree minimum desired.
- ◆ Supervisory experience and ability to maintain harmonious working relationships among staff and respond to employee issues and complaints.
- ◆ Knowledge of accounting principles, practices, and methods required in the operation of a modern utility business office. Prior experience as a Financial Administrator preferred.
- ◆ Thorough working knowledge of the processes, procedures, and applicable rules and regulations involved in utility billing and collections, payroll processing, Accounts Payable, human resources, and record-keeping.
- ◆ Strong customer service skills. Ability to communicate clearly and effectively with customers, the public, municipal officials, regulators, and vendors.
- ◆ Knowledge and ability to manage website to provide timely updates and technical contact.
- ◆ Ability to understand, interpret and to clearly and accurately explain District policies, procedures, and requirements to customers and front office personnel
- ◆ Ability to understand, interpret and uphold Maine Public Utilities Commission regulations
- ◆ Competency with numbers and attention to detail. Ability to accurately reconcile arithmetic computations.
- ◆ Ability to handle money accurately and to balance receipts with cash.
- ◆ Ability to effectively operate computers and all assigned software, including Edifice billing software, Microsoft Office, Adobe, and AutoRead.

WORKING CONDITIONS & PHYSICAL DEMANDS:

Work is performed in a normal office environment, not subject to extreme variations of temperature, noise, odors, etc. Operates computer, printer, photocopier, fax machine, scanner, typewriter, calculator, and other basic office equipment. Work requires extended periods of sitting, reaching, typing, and mousing, which requires eye-hand coordination and finger dexterity.

The above statements are intended to describe the general nature and level of work being performed by people assigned to do this job. The above is not intended to be an exhaustive list of all responsibilities and duties required. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

***External and internal applicants, as well as position incumbents who become disabled as defined under the Americans With Disabilities Act, must be able to perform the essential job functions (as listed) either unaided or with the assistance of a reasonable accommodation to be determined by management on a case by case basis.**

This job description does not constitute an employment agreement between the employer and employee, and is subject to change by the employer, as the needs of the employer and requirements of the job change.