

CITY OF MARCO ISLAND, FLORIDA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: CUSTOMER SERVICE MANAGER

PURPOSE OF CLASSIFICATION

The purpose of this classification is to provide supervision and management to customer service personnel and field meter personnel for the City's utility billing function.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals.

Supervises and manages processing connection fees, meter fees and deposits, delinquent payments, utility service orders, and occupational licenses.

Handles individual customer complaints and requests unable to be resolved through personnel under charge; makes file adjustments to accounts as necessary.

Analyzes various utility reports for the purpose of ensuring accuracy in charges assessed; evaluates reports printed from updates; takes corrective action to adjust billing or accounts where indicated.

Provides information concerning billing and fee structures, delinquent payments, account status, occupational licensing procedures, and other related matters.

Prepares and executes work and service orders for installations, connections, disconnections, change outs, and reinstallations.

Initiates collections concerning delinquent customer accounts; processes liens for nonpayment on closed accounts.

Edits, posts, updates, and prints utility billing according to established billing cycles; balances various City and County accounts; prepares invoices for payment.

Calculates impact fees and prepare Service Availability Charges form for contractors/developers for commercial buildings.

Assists contractors/developers with temporary meter installation, placement, and charges for commercial buildings.

Orders office and operating supplies.

Operates a personal computer or other equipment as necessary to complete essential functions, to include the use of word processing, spreadsheet, database, or other system software.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

MINIMUM QUALIFICATIONS

Bachelor's degree in Accounting, Business Administration or related field; three years of experience in automated billing and accounting functions; experience in municipal utility billing preferred; or any equivalent combination of education, training, and experience which provides the requisite knowledge, skills, and abilities for this job.

PERFORMANCE APTITUDES

Data Utilization: Requires the ability to evaluate, audit, deduce, and/or assess data using established criteria. Includes exercising discretion in determining actual or probable consequences and in referencing such evaluation to identify and select alternatives.

Human Interaction: Requires the ability to perform in a supervisory capacity over subordinate supervisors.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

ADA COMPLIANCE

Physical Ability: Tasks require the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight (5-10 pounds). Tasks may involve extended periods of time at a keyboard or work station.

Sensory Requirements: Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions.

The City of Marco Island is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.