

PERSONNEL COMMITTEE

14-0116R

RESOLUTION APPROVING PROPOSED AMENDMENTS TO THE SPECIFICATIONS FOR THE EXISTING CIVIL SERVICE CLASSIFICATION OF MANAGER, CUSTOMER SERVICES.

CITY PROPOSAL:

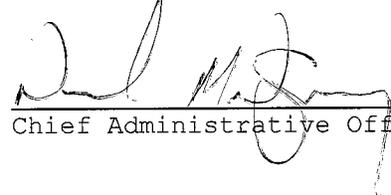
RESOLVED, that the proposed amendments to the specifications for the existing civil service classification of manager, customer services, which were approved by the civil service board on March 4, 2014, and which are filed with the city clerk as Public Document No. _____, are approved. This classification shall remain subject to the city's collective bargaining agreement with its supervisory unit employees and compensated at Pay Ranges 1115-1130, \$5,854 to \$7,552 per month.

Approved:



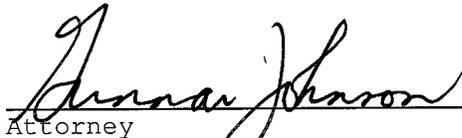
Department Director

Approved for presentation to council:



Chief Administrative Officer

Approved as to form:



Attorney

Approved:



Auditor

HR TS:ao 2/28/2014

STATEMENT OF PURPOSE: The manager, customer services position provides responsible administrative, technical, and professional management of the customer services division, including customer account maintenance and security, appliance inspections and servicing, meter reading operations, natural gas marketing and energy conservation. The retirement notice of the incumbent prompted a review of the job description prior to seeking a replacement. The specifications have been updated to use current language and applicable duties, and to meet the new job description format. There is no change in the rate of pay, which is Ranges 1115-1130, \$5,854 to \$7,552 per month.

MANAGER, CUSTOMER SERVICES

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 Customer Call Center operations, and consult and participate with other divisions to ensure coordination and effective operation.
8. Direct 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 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.

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. Possess 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; or
 - B. A combination of education and experience which is accepted as equivalent.

2. 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.

3. 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 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.

4. 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.

5. 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.

HR: TS	WC: 7502	EEOC:	EEOF:	Class No: 1550
Union: Supervisory	Pay: 1115-1130	CSB:	Resolution:	CC:

MANAGER, CUSTOMER SERVICES

PURPOSE: To manage the Customer Services Division of the Public Works & Utilities Department.

FUNCTIONAL AREAS:

1. Plan, direct, supervise and evaluate the services provided by the Customer Services Division, including customer account maintenance and security, appliance inspections and servicing, and meter reading operations.
 - * A. Formulate and implement division policies and procedures.
 - * B. Establish long- and short-range goals and objectives within budgetary constraints.
 - * C. Develop and monitor division budget, submit bids, and approve purchases of supplies, parts, equipment, and service contracts.
 - * D. Assess current operations, procedures, problems, or needs.
 - * E. Formulate, recommend, implement and evaluate the effectiveness of new or revised methods and plans to increase productivity, improve performance, and reduce costs.
 - * F. Monitor and review work in progress and provide direction and assistance with operational problem solving.
 - * G. Participate in coordinating work among various divisions.
 - * H. Establish office and reporting procedures.
 - * I. Develop and implement procedures for cash management and security.
 - * J. Direct Customer Call Center operations, and consult with other divisions to ensure effective operation.
 - * K. Direct Measurement Center operations, including inventory control and meter testing and calibrating.
 - * L. Monitor activities to ensure conformance with governmental regulations, departmental policies, safety regulations, and labor agreements.
 - * M. Prepare and present oral and written reports as required.

2. Supervise the Customer Services Division staff.
 - * A. Prioritize, schedule and assign work, including developing yearly duty schedules.
 - * B. Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.
 - * C. Establish work standards, provide coaching and feedback, and conduct employee evaluations.
 - * D. Discipline assigned personnel as necessary.
 - * E. Provide for the training of employees in proper and safe work methods and procedures.
 - * F. Effectively recommend adjustments or other actions in employee grievances.
 - * G. Delegate authority and responsibilities to others as needed.
 - * H. Disseminate instructions and information to employees through oral and written communications.

3. Perform other duties as assigned.
 - * A. Process and investigate customer questions and complaints.
 - * B. Review technical journals, legislation, regulations, and other related materials affecting division operations.
 - C. Negotiate, prepare and monitor utility payment and other contracts.
 - D. Develop, implement, and supervise a program of routine maintenance of assigned buildings.
 - * E. Manage the Energy Loan Program, Comfort Policy Program, and marketing efforts of the division.
 - F. Perform related tasks as assigned.

JOB REQUIREMENTS

Education & Experience Requirements

- ◆ A. 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; or a combination of education and experience which is accepted as equivalent.

Knowledge Requirements

- ◆ A. Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.
- ◆ B. Knowledge of budgeting theory, methods, principles and practices.
- ◆ C. Knowledge of 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 and water 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 effective training methods.

Skill Requirements

- ◆ A. Skill in managing, evaluating and analyzing operations and procedures related to division 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 and presenting accurate and concise written and oral reports to individuals and groups.
- ◆ D. Skill in supervising others.

Ability Requirements

- ◆ A. Ability to interpret and analyze data and descriptive statistics.
 - ◆ B. Ability to establish and maintain effective working relationships with the general public, staff, and City administrators.
 - ◆ C. Ability to work independently to complete assignments with minimal information and general instructions.
 - ◆ D. Ability to estimate costs and calculate budget projections.
 - ◆ E. Ability to transport oneself to and around various work sites.
 - ◆ F. Ability to transport light loads such as presentation materials weighing up to 25 pounds.
 - ◆ G. Ability to attend work on a regular basis.
- * Essential functions of the position
- ◆ Job requirements necessary on the first day of employment

JA
08/08/00

Anlst: JA	Date: 20000808
Union: Supv	Pay: 1115 - 1130
CSB: 20000808	Class: 1356
CC: 20001113	Res: 00-0654R

MANAGER, CUSTOMER SERVICES

SUMMARY/PURPOSE: ——— Responsible

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.

FUNCTIONAL AREAS:

~~1. Plan, direct, organize, and evaluate Utility Operations programs the work of all assigned crews installing, operating, maintaining, and repairing City owned utility systems and associated equipment.~~

* ~~A.~~ 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 Customer Call Center operations, and consult and participate with other divisions to ensure coordination and effective operation.
8. Direct 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. * ~~D.~~ Establish and maintain records of operations; produce reports as required and requested.
- ~~10.~~ 12. Negotiate, prepare and monitor utility payment and other contracts.
- ~~11.~~ 13. Develop, implement, and supervise a program of routine maintenance of assigned buildings.
- ~~12.~~ 14. Manage the Energy Loan Program, Comfort Policy Program, and marketing efforts of the division.
15. * ~~E.~~ RespondReceive, investigate and respond to and satisfy customerpublic inquiries, concerns, and complaints, and requests for service.
- ~~13.~~
14. * ~~A.~~ Prioritize, schedule, and assign work.

15. * ~~B.~~ Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.

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.

* ~~H.~~ Disseminate instructions and information to employees through oral and written instructions.

* ~~I.~~ Supervise the ordering of supplies, materials, and equipment.

* ~~J.~~ Participate in pre-construction design and development review meetings related to Utility Operations.

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 and Experience ~~and Education Requirements~~ requirements:

- A. ~~A.~~ ~~A bachelors~~ Possess 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; or
- A.B. A combination of education and experience which is accepted as equivalent.

2. 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.
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- K. Knowledge of effective training methods.

3. 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 and presenting accurate and concise written and oral reports to individuals and groups.
- ~~D. ♦ D. — Skill in supervising others in an open and participative work environment.~~
- ~~D. —~~
- ~~E. ♦ B. — ♦ C. — Skill in resolving customer complaints and concerns, and applying accepted principles of customer service.~~
- ~~E. —~~
- F. Ability Computer skills, specifically spreadsheet and word processing applications.

4. Abilities Requirements:

- ~~A. ♦ A. — Ability to interpret and analyze data and descriptive statistics,.~~
- ~~B. ♦ B. — Ability to transport oneself to, from, and around various worksites throughout the City.~~
- C. Ability to design and deliver presentations.
- ~~A. D. ♦ D. — Ability to set performance standards and goals.~~
- ~~B. E. — Ability to estimate costs and calculate budget projections.~~
- ~~C. F. — Ability to work independently to complete assignments with minimal information and general guidance.~~
- ~~G. ♦ F. — Ability to research new products and contract services, collect bids, and make price comparisons.~~
- ~~D. H. — Ability to ♦ G. — establish and maintain effective working relationships with staff, customers, City Administrators, and the general public.~~
- ~~E. A~~

F-I. Ability to use good judgment during emergency situations.

5. Physical Abilities 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 ♦ K. _____.

B-C. Visual acuity to prepare and analyze data and figures.

C-D. Manual dexterity to use keyboard.

D-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.

* Essential functions of the position.

♦ Job requirements necessary on the first day of employment.

Anlst: CFIS	Class: 1550	Union: _Supervisory	Pay:	CSB: 20090407
CC: 20090615	Res: 09-0349R	EEOC:	EEOF: _Utilities/ & Transportation	WC: 7520_7502