

City of Fort Worth, Texas Job Description

Classification Title	Water Customer Relations Manager		
Job Code:	PR2761	Job Family:	Professional
Pay Grade	614	Date Reviewed:	06/24/15
FLSA Status	Exempt	Date Revised:	

GENERAL SUMMARY

Provides leadership, planning, organization, direction and management to the activities and operations of Accounting Services, Administrative Services and Contact Center Services areas in the Water Customer Relations Division. Performs a variety of financial functions, including billing, accounting and debt collection; and develops, administers and monitors annual budget.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Directs and manages the development and implementation of departmental goals, objectives, polices and priorities for assigned services and programs; and recommends and administers policies and procedures.
3. Manages assigned department/divisional services and activities in the Accounting Services/Billing section. Provides timely and accurate billing, remittance processing and revenue collection; maintains general ledger and daily, monthly and yearly financial reporting; and manages accounting and audit functions.
4. Safeguards the collection of revenues annually; and works to reduce the outstanding revenues due to the City through stringent delinquent account management programs.
5. Directs the Contact Center services; provides consistent and comprehensive support and high quality customer service; monitors telephone calls; reviews service level metrics; performs onsite performance observations; ensures Contact Center meets call performance guidelines and measures; and oversees delinquent account management activities.
6. Develops, administers and monitors annual budget for five designated account centers; forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; and initiates improvement and/or packages, as necessary.

7. Directs operations for collection of revenues via various payment methods, including cash transactions, credit/debit card, check, electronic file transfers and lockbox payments; and ensures updated security measures and controls to protect customer information and eliminate fraud, theft and abuse of City resources.
8. Serves as liaison for Water Department/Water Customer Relations with other division, departments and outside agencies; negotiates sensitive and controversial issues; and promote solid relationships.
9. Conducts a variety of benchmarking studies, investigations and operational studies; and recommends modifications and enhancements to Customer Relations programs, policies and procedures, as appropriate.
10. Responds to and resolves complex customer account concerns/complaints forwarded by upper management or Council members.
11. Provides strategic long term direction; performs complex analysis of customer service statistics as the basis for performance improvements; designs and implements efficient business process improvements; and updates and improves policies and guidelines.
12. Performs other related duties as required.
13. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

KNOWLEDGE, SKILLS & ABILITIES

- **Knowledge of:**
 - Principles, procedures and methods used in customer service, customer accounting and utility billing.
 - Principles and practices of business process and financial analysis, customer billing and collections, accounting, financial record keeping and reporting, etc.
 - Fair Debt Collection Practices Act.
 - Principles and practices of supervision, training and evaluation.
 - Pertinent Federal, state and local policies, laws and regulations.
 - Principles and practices of program development, implementation and administration.
 - Operational characteristics, services and activities associated with the effective management of a multi-channel contact center.
 - Automatic call distribution, interactive voice response, Workforce Management and Customer Information Systems.
 - Principles and procedures of municipal budget preparation.
 - City's Personnel Rules and Regulations.
 - Methods of research, program analysis and report preparation.
 - Municipal utility operations and procedures.
- **Skill in:**
 - Critical thinking and problem solving.

- Team building and development.
- Organization and time management.
- Computers and applicable software.
- Customer service.
- **Ability to:**
 - Communicate clearly and effectively, both orally and in writing.
 - Analyze, design and develop effective and efficient business processes.
 - Drive performance to quantifiable service objectives measured through key performance metrics.
 - Oversee and participate in the management of a comprehensive customer service program.
 - Oversee, direct and coordinate the work of subordinates.
 - Hire, coach and develop high functioning teams.
 - Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
 - Research, analyze and evaluate new service delivery methods and techniques.
 - Implement operating systems, policies and procedures.
 - Oversee multiple customer service continuous improvement initiatives.
 - Provide feedback regarding operations, including budgeting and performance management.
 - Monitor expenditures and variances from budget.
 - Stay abreast of industry trends and technological innovations.
 - Research feasibility of new system implementation.
 - Ensure updated security measures and controls are in place.
 - Research and identify resolution to customer concerns/complaints.
 - Prepare clear and concise reports.
 - Establish and maintain effective working relationships.

MINIMUM JOB REQUIREMENTS

Bachelor's degree from an accredited college or university with major course work in accounting, finance, public administration, business administration, or a related field and six years of increasing responsible experience in customer service, accounting, and billing, including two years of administrative and supervisory responsibility.

OTHER REQUIREMENTS

None.

WORKING CONDITIONS

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.