

A photograph of a water treatment facility with various pipes, valves, and machinery. The text 'WE ARE HIRING!' is overlaid in large white letters on the left side.

# WE ARE HIRING!

## CUSTOMER SERVICE MANAGER

**CUSTOMER SERVICE MANAGER - WATER & SEWER DEPARTMENT  
VACANCY IN THE WATER & SEWER DEPARTMENT  
40 HOURS/WEEK- 8 HOURS/DAY  
\$86,666.63 - \$97,599.21  
CLOSING DATE FRIDAY, OCTOBER 11, 2024**

### **JOB DESCRIPTION:**

The Manchester Water and Sewer Department provides water and wastewater services to approximately 55,000 residents in Manchester and neighboring towns. The 16,000 customers that receive these services are billed quarterly through the collection of automated meter reads, and billing system technology that produces over 66,000 invoices per year. The Department has numerous customer-facing programs, responds to customer inquiries, schedules field-based activities, and deploys communications through various channels regarding water quality, regular system maintenance and emergency operations. The water and wastewater system operates on a 24/7 basis from our treatment facilities through the distribution and collection networks. A full system description can be found on our website at [Manchesterct.gov/water-sewer](http://Manchesterct.gov/water-sewer).

**The Department seeks an experienced Customer Service Manager (CSM) to be an advocate of customer needs and to direct personnel in meeting customer expectations.** The CSM will be responsible for directing customer service operations including billing, metering, work order management, procurement and resolution of customer issues by researching and implementing best management practices that align with industry standards. The CSM will also supervise personnel in maintaining bill and meter accuracy, and will utilize methods that promote consumer confidence, and fairness in utility billing practices. The CSM will have a deep understanding of customer needs and be able to effectively communicate to Department personnel and other Town Departments on these issues.

The Department is looking for candidates who will succeed in an organization that strives for a culture of excellence with accountability, continuous improvement, diversity and inclusion, and transparency among its core values. Candidates that are highly motivated, innovative, and results-oriented are encouraged to apply. Candidates must be people-focused, exhibit an exemplary customer service approach, and have proficiency in the technology, tools and methods used for public utility billing and management.

### **THE IDEAL CANDIDATE WILL POSSESS:**

- A bachelor's degree in accounting, business administration, finance, public administration, public policy, management information systems or a closely related field. With preferably 4 years of satisfactory experience and at least 2 years of supervisory experience.
- Experience in leading customer-focused business functions and process improvements.
- In-depth knowledge of governmental rules and regulations related to this position.
- Experience working with utility billing systems, metered billing or premise-based billing.
- Strong analytical skills, the ability to interpret data and trends using GIS, queries, databases, excel, and other tools to research and display data

**Title:** Customer Service Manager  
**Department:** Water and Sewer Department  
**Reports To:** Water and Sewer Administrator

### NATURE OF WORK

Under general supervision, supervises and participates in the business affairs related to the customer service operation of the Water and Sewer Division, including billing, revenue and accounts receivable analysis and control, delinquent accounts and meters.

### ESSENTIAL JOB FUNCTIONS

- Operates and maintains computer software for utility billing.
- Supervises billing staff, meter readers, technicians, and installers; adheres to employees' labor contracts.
- Supervises the monthly billing of customers for water and sewer services; confers with customers on and resolves question and complaints.
- Maintains records of receipts and billings, makes recommendations for revised organizational and operational procedures to improve fiscal management of the Water and Sewer Fund.
- Computes and establishes procedures for handling customer billing in exceptional cases, such as property transfers; determines action to be taken on delinquents accounts.
- Maintains records of meter installations, repairs, etc., account adjustments, hand billings, delinquent accounts and assessments.
- Supervises water meter reading, testing and replacement programs.
- Prepares legal notices for rate schedules, changes or assessments.
- Supervises water conservation program.
- Prepares budget for Customer Service section of Water and Sewer administration.
- Evaluates established programs and proposes revisions to improve level of service.
- Performs other duties as assigned by Water and Sewer Administrator.

### DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of the principles and practices of modern business accounting and office management.
- Knowledge of utility billing computer software, customer metering and billing procedures.
- Knowledge of statutory procedures for shutoff and lien placement and of State-mandated programs.
- Ability to supervise and coordinate the work of subordinate clerical and field employees.
- Ability to communicate effectively with the public.

## **PHYSICAL AND MENTAL EFFORT/ENVIRONMENT AND WORKING CONDITIONS**

Able to push/pull objects less than 20 lbs. and able to lift light objects more than 20 lbs. Must be mobile and able to perform moderately difficult manipulative skills such as filing and using a calculator and able to sit or stand for prolonged periods and able to remain in uncomfortable position for long periods.

Able to perform gross body coordination and to perform tasks which require hand-eye coordination such as keyboard skills. Must be able to see objects far away as in driving; see objects closely as in reading a report; and discriminate colors.

Able to hear normal sounds with some background noise as in answering telephone and able to distinguish sound as voice patterns. Able to communicate through human speech.

Able to concentrate on fine detail with constant interruption. Able to attend to task/function for more than 60 minutes at a time. Able to understand and relate to specific ideas, generally several at a time, and to understand and relate to theories behind several related concepts. Able to remember multiple tasks/assignments given to self and others over long periods of time.

Ability to work professionally with co-workers, supervisors, customers and the public at large.

Exposure to electro-magnetic radiation as in computer screens.

## **MINIMUM TRAINING AND EXPERIENCE**

Possession of Associate's degree in accounting, business administration or related field. One (1) year of experience maintaining accounting records and three (3) years' experience supervising/managing in an office setting. One year of experience working with computerized utility billing system preferred.

(THE ABOVE DESCRIPTION IS ILLUSTRATIVE. IT IS INTENDED AS A GUIDE FOR PERSONNEL ACTIONS AND MUST NOT BE TAKEN AS A COMPLETE ITEMIZING OF ALL FACETS OF ANY JOB)



VACANCY # 2024-079