

City of Salem
CLASS SPECIFICATION

CLASS. TITLE:	Customer Services Manager	CLASS. CODE: 0508
DEPARTMENT:	Public Works	FLSA: E
REPORTS TO:	Operations Services Manager	DATE: 7/1/2002

Job Summary:

Performs highly responsible supervisory and administrative work managing the operation, maintenance and production over a variety of utility support services including the following: Utility Billing Customer Services Call Center; Dispatch Communications Center, Payroll Services, Accounting Services, Clerical Support Services, Area Network Administration and Database Management to support all divisions at Public Works Operations.

Essential Job Functions

(All functions may not be performed by all incumbents.)

1. Manages the planning, controlling, organizing, directing and reviewing all function of the Customer Services Division.
2. Plans, schedules, organizes, directs, and evaluates the activities of the Customer Services Division.
3. Develops, implements and monitors goals and objectives for all functions of the Customer Services Division.
4. Develops annual budget; reviews, monitors and approves expenditures.
5. Develops and implements work procedures and performance standards.
6. Develops business practices and makes recommendations to City Council and the Director's Office regarding the revision of City Code and Fee schedules.
7. Prepares reports on recommended procedural changes, works with supervisory personnel in other divisions to coordinate systems, facilities, and centralized clerical/secretarial support.
8. Determines training opportunities to enhance employee performance, analyzes safety and security of employees within the division, acknowledges positive performance by staff.
9. Advises subordinates on operating problems; resolves difficult or longstanding grievances by telephone, correspondence, or personal contact.
10. Resolves billing problems outside standard procedures or seeks necessary procedural interpretations.
11. Approves leave, appraises performance, makes hiring decisions, responds to grievances and other related tasks as a supervisor.

Important Job Functions

1. Attends meetings and various training seminars and conferences as required.
2. Coordinates and initiates construction projects, remodels and facility upgrades with the General Services Department.
3. Provides project management to specialized projects; i.e., Utility Billing System Replacement.
4. Acts as a liaison to committees, task forces, City Departments and the public.
5. Performs all supervisory functions, i.e., coach, mentor, performance/disciplinary issues, performance appraisals, etc.
6. Resolves customer/public concerns in person, via telephone or written communication.
7. Performs other duties as required by supervisor.

City of Salem
CLASS SPECIFICATION

MATERIAL AND EQUIPMENT USED:

- Desktop computer
- Calculator
- Miscellaneous office automation equipment, i.e. – fax, phone, copier, etc.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Bachelor's degree from an accredited college or university in Business Administration or a related field; and,

Five (5) to seven (7) years of experience in a related field; or,

Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

License(s) and Certification(s):

- None required.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Government budgeting practices, accounting, and program management.
- Water and sewer utility rate structures.
- Customer services.
- Supervisory and office practices and principles.
- Human resources and project management.
- Contemporary office practices and procedures and basic office software products.

Ability to:

- Communicate effectively verbally and in writing to a wide range of individuals.
- Apply knowledge of operating practices and responsibilities of related departmental operations to developing, supervising, and managing customer services activities.
- Meet customers and convey a sense of concern and good service to such customers through efficient and competent resolution of problems.
- Provide leadership to a varied workgroup.
- Facilitate and foster a team environment
- Speak and present effectively in front of large groups.
- Use personal computers, word processing and spreadsheet software.
- Work independently and make decisions with minimal supervision.
- Comprehend and apply concepts for enhancement and efficiency of department and general operations.
- Operate motor vehicles.
- Establish and maintain effective working relationships with individuals, coworkers, other agencies and the public.
- Maintain required work hours and attendance.

City of Salem
CLASS SPECIFICATION

Physically able to:

- Sit, keyboard, write, hear and speak for extended periods.
- Stand frequently for extended periods on occasion.
- Bend, kneel, or stoop.
- Lift up to 10 pounds.

The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.