



San Juan Water District  
9935 Auburn-Folsom Road  
Granite Bay, California 95746  
(916) 791-0115  
www.sjwd.org

## Customer Service Manager Position Description

**Status:** FLSA Exempt and Confidential in nature  
**Supervisor:** Retail Operations Manager  
**Effective Date:** July 1, 2007

### **Supervision Received and Exercised:**

Receives general direction from the Retail Operations Manager and exercises direct supervision over technical and administrative support personnel.

### **Primary Function**

To plan, organize, direct and supervise customer service and conservation related operations and activities in the areas of customer inquiries and complaints, customer accounts, and public outreach programs; and to perform a variety of professional and technical tasks relative to assigned area of responsibility.

### **Essential Duties - Duties may include, but are not limited to, the following:**

- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for performing a variety of customer service and conservation functions; implement policies and procedures.
- Plan, prioritize, assign, supervise and review the work of staff involved in the support of the District's customer service and conservation programs and activities.
- Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; prepare justifications for equipment, materials and supplies; monitor and control expenditures.
- Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
- Prepare monthly water use and statistical reports; review, enter, and post adjustments to customer accounts; prepare month-end journal entries of billing and receivables; supervise and negotiate the collection of final and overdue bills, deposits, and charges.
- Direct the activities of customer relations in the development and maintenance of an effective relationship with customers, community groups, and civic groups; discuss or correspond with existing and potential customers regarding various requirements, regulations, and charges concerning water service, problems pertaining to excessive usage, the collection of overdue accounts, and complaints about charges and service.
- Manage special projects related to customer service and conservation programs.
- Direct the maintenance of a customer information/billing system; coordinate field and meter reading activities.

- Plan, organize, develop and administer the District's water conservation program to promote the efficient use of the District's water supply; develop and implement new conservation policies including the identification, evaluation, and public promotion of conservation measures.
- Direct the conservation specialists in seasonal patrolling and public information programs; oversee the work of the District's public relation's firm; prepare USBR Conservation Plan updates.
- Administer and interpret District polices and regulations to subordinates regarding customer service, conservation and safe work practices.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
- Perform related duties as assigned.

### **Minimum Qualifications**

#### *Knowledge of:*

- Principles and practices of customer service.
- Basic principles and practices of water conservation.
- Principles and practices of supervision, training and performance evaluations.
- Principles and practices of budget monitoring.
- Principles and practices of safety management.
- Pertinent local, State and Federal laws, ordinances and rules.
- Modern office procedures, methods and computer equipment.
- Basic accounting principles and practices.

#### *Ability to:*

- Organize, implement and direct customer service and conservation operations and activities.
- On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.
- On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means.
- Interpret and explain pertinent District and Department policies and procedures.
- Assist in the development and monitoring of an assigned program budget.
- Develop and recommend policies and procedures related to assigned operations.
- Work effectively under time deadlines and within limited financial and staffing resources.
- Address difficult issues by building consensus and developing appropriate resolutions.
- Communicate clearly and concisely, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Supervise, train and evaluate assigned staff.

**Education and Experience:**

Any combination of experience and training that would provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

**Education:**

Equivalent to graduation from high school.

**Experience:**

Three years of increasingly responsible experience related to customer service orientated functions with the responsibility for dealing with the public and in the interpretation and enforcement of complex regulations and policies in order to resolve customer complaints; including one year providing technical and functional supervision over assigned personnel.

**License or Certificate:**

Possession of, or the ability to obtain and maintain, a California Driver's License with a satisfactory driving record. Individuals who do not meet this requirement due to a physical disability will be considered on a case-by-case basis.

**Physical Capabilities:**

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 functions.

<i>Physical Requirements</i>	<i>Rarely (0-12%)</i>	<i>Occasionally (12-33%)</i>	<i>Frequently (34-66%)</i>	<i>Regularly (67-100%)</i>
Seeing				✓
Hearing				✓
Standing/Walking		✓		
Climbing/Stooping/Kneeling		✓		
Lifting/Pulling/Pushing		✓		
Approximate Maximum Weight to Lift		20 Pounds		
Fingering/Grasping/Feeling				✓
Describe Working Conditions	100 Percent Indoors			