



CITY OF BANNING, CALIFORNIA

Customer Service and Billing Manager

Job Code: 1310

FLSA

Exempt

Non-Exempt

JOB DEFINITION: Under general direction, performs a variety of duties associated with managing the City's utility billing and customer services, including account system operations, utility billing and collections, personnel and customer service, and ensuring accuracy of accounts, timely processing, and efficiency through implementation of various technology solutions.

ESSENTIAL FUNCTIONS: *The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification. Shown are duties intended to provide a representative summary of the major duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.*

REPRESENTATIVE DUTIES: Manages electric and water meter services. Oversees billing of electric, water, wastewater and solid waste services. Develops, interprets and implements Department policies, goals and objectives. Researches, resolves and responds to customer inquiries and operational or procedural problems. Supervises the maintenance of customer account records and files. Initiates programs that improve customer service. Prepares a variety of reports.

Monitors balances and billing accounts, credit related issues, deposit requests, disconnections of water or electric services and disputes of residential or commercial accounts. Authorizes purchases, approves invoices and write and maintains reports. Monitors and manages collection of monies and meter installations. Assists in revenue and expense projections.

Selects, assigns, evaluates and manages utility billing and customer service personnel work activities. Prioritizes, schedules and delegates work assignments of utility billing and customer service staff. Identifies and implements new employee and on-going staff training programs.

Performs other duties as assigned or required.

KNOWLEDGE and SKILLS:

- Knowledge of applicable City, County, State and Federal statutes, rules, regulations, ordinances, codes, administrative orders and other operational guidelines and directives.
- Knowledge of the City's and the Department's policies and procedures.
- Knowledge of management and/or supervision principles.
- Knowledge of water and electric account system maintenance.
- Knowledge of customer service methods and techniques.
- Knowledge of bookkeeping and accounting procedures and principles.

- Skill in reading, understanding, interpreting and applying relevant city, county, state and Federal statutes, rules, regulations, ordinances, codes, administrative orders, policies and procedures and other operational guidelines and directives.
- Skill in assessing and prioritizing multiple tasks, projects and/or demands.
- Skill in working within deadlines to complete projects and assignments.
- Skill in assessing, analyzing, identifying and implementing solutions to complex problems.
- Skill in establishing and maintaining effective working relations with co-workers, staff, vendors, contractors, visitors, the general public and others having business with the City of Banning.
- Skill in operating a personal computer utilizing a variety of software applications.

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MINIMUM QUALIFICATIONS: Any combination of education and experience that provides the knowledge, skills and abilities necessary for a Customer Service and Billing Manager. Ideally the required qualifications include possession of a Bachelor's or Associate's degree in Business Administration, Accounting, Finance, or a related field **AND** five (5) years of experience in computerized billing and accounting customer service functions for a governmental agency, of which at least two (2) years at a lead or supervisory capacity.

ADDITIONAL REQUIREMENTS: Must have at the time of application and must maintain a California driver license. May be required to work outside the traditional work schedule. May be subject to call out and/or call-back.