

# CITY OF SIMI VALLEY

## CUSTOMER SERVICES MANAGER

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under administrative direction, directs, manages, supervises, and coordinates the activities and operations of the Customer Services Division within the Administrative Services Department including billing and collection for various City Districts and Departments, special event and location filming activities, and contested parking citations; coordinates assigned activities with other divisions, departments, outside agencies, and the general public; and provides highly responsible and complex administrative support to the Director, Administrative Services.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Assume management responsibility for assigned services and activities of the Customer Services Division including billing and collection for various City Districts and Departments including Waterworks District No. 8, the City's Sanitation District, the City's Business Tax Certificate Program, the City's Transient Occupancy Tax, and various types of permits issued by the Police Department.
2. Manage and participate in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommend and administer policies and procedures.
3. Monitor and evaluate the efficiency and effectiveness of service delivery methods and procedures; recommend, within departmental policy, appropriate service and staffing levels.
4. Plan, direct, coordinate, and review the work plan for customer service staff; assign work activities, projects, and programs; review and evaluate work products, methods, and procedures; meet with staff to identify and resolve problems.
5. Manage the daily operations of the utility billing system; ensure the accuracy of water billing and meter reading services.
6. Manage the special event and location filming activities that occur within the City.
7. Manage the billing and collection of parking citations; review and render decisions on all contested citations.
8. Manage the billing and collection of the City's business tax program; review and render decisions on all contested business tax matters.
9. Manage the maintenance, modification, operation, and implementation of assigned module(s) on the City's Enterprise Resource Planning (ERP) System; identify and resolve ongoing functional and technical issues; coordinate and test system modifications; recommend operational and procedural changes to the system as necessary.

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10. Test complex system upgrades on a quarterly basis; analyze data to determine impact on assigned module(s).
11. Provide technical support to end users; respond to end user requests for information on system use; investigate, troubleshoot and resolve end user problems; develop, coordinate, and test system modifications to address user needs; maintain system and end user documentation and procedures; coordinate and conduct training sessions as necessary.
12. Oversee purchase of all necessary equipment and supplies necessary for the operation of the Customer Services division.
13. Select, train, motivate, and evaluate customer service personnel; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline and termination procedures.
14. Oversee and participate in the development and administration of the division's annual budget; participate in the forecast of funds needed for staffing, equipment, materials, and supplies; monitor and approve expenditures; implement adjustments.
15. Serve as the liaison for the Customer Services Division with other divisions, departments, and outside agencies; negotiate and resolve sensitive and controversial issues.
16. Serve as staff on a variety of boards, commissions, and committees; prepare and present staff reports and other necessary correspondence for City Council consideration.
17. Provide responsible staff assistance to the Director, Administrative Services.
18. Conduct a variety of organizational studies, investigations and operational studies; recommend modifications to customer services programs, policies and procedures as appropriate.
19. Attend and participate in professional group meetings; stay abreast of new trends and innovations related to the fields of customer services, utility billing, parking citations, and business tax.
20. Respond to and resolve difficult and sensitive citizen inquiries and complaints.
21. Perform related duties as required.

**QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

**Knowledge of:**

- Operational characteristics, services and activities of a comprehensive customer service program.
- Principles and practices of program development and administration.
- Principles and practices of accounting.
- Methods and techniques of time management.
- Principles and practices of parking citation enforcement.
- Principles and practices of municipal code enforcement.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and other specialized applications related to area of assignment.
- An Enterprise Resource Planning (ERP) System.
- ERP processing requirements and software configurations.
- Principles of report preparation.
- Principles and practices of municipal budget preparation and administration.

Principles of supervision, training, and performance evaluation.  
Pertinent federal, state, and local laws, codes, and regulations.

**Ability to:**

Oversee and participate in the management of a comprehensive customer service program.  
Oversee, direct, and coordinate the work of lower level staff.  
Select, supervise, train, and evaluate staff.  
Interpret and explain City policies and procedures of related to areas of assignment.  
Conduct site inspections of special events and location filming activities.  
Participate in the development and administration of division goals, objectives, and procedures.  
Prepare and administer large program budgets.  
Prepare clear and concise administrative and financial reports.  
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.  
Formulate and implement long range strategic plans.  
Interpret and apply federal, state, and local policies, laws, and regulations.  
Operate office equipment including computers and supporting word processing, spreadsheet, database, and other specialized applications related to area of assignment.  
Adapt to changing technologies and learn functionality of new equipment and systems.  
Perform information services system troubleshooting as required.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to a Bachelor's degree from an accredited college or university with major course work in public or business administration, accounting or a related field.

**Experience:**

Five years of increasing responsible customer service experience in a billing or other accounting related environment including two years of administrative and supervisory experience.  
Experience working with an Enterprise Resource Planning (ERP) System is highly desirable.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein 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 job functions.*

**Environment:** Standard office setting.

**Physical:** Sufficient physical ability to work in an office setting; walk, stand, and sit for prolonged periods of time; operate office equipment.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.