

CITY OF GLENDALE

TITLE:	Customer Service Manager	CLASS CODE:	332
REPORTS TO:	Revenue Administrator	GRADE:	28
DEPARTMENT:	Finance	FLSA:	E

JOB SPECIFICATION DATE: May 2, 2012 lwk

JOB SUMMARY

Plans, organizes, and manages the activities and staff involved in billing, invoicing, and processing payments for City services including: water/sewer utilities, trash/landfill services, airport space rentals, hydrants, property damages, building permits, sales tax billing, and other miscellaneous receivables.

ESSENTIAL FUNCTIONS

1. Plans, organizes, and manages the activities of staff involved in the daily operations of customer service, billing, receipt, reconciliation, security of revenues, and resolution of billing complaint functions.
2. Analyzes current automated and manual processes utilized by the billing group and inter-facing departments, writes specifications outlining system modifications required to enhance existing programs, add new programs and implement changes.
3. Delegates and oversees weekly, monthly and yearly billing register and data base audits to insure integrity of financial and statistical records.
4. Approves and monitors manipulations of meter readings, consumption table, property use codes, rates and services and insure the accuracy of the data base records and customer billings.
5. Monitors and approves financial adjustments and refund requests for billing customers.
6. Monitors, interprets, and applies laws, ordinances, codes and city policies regarding the billing for city services, cashiering and lock box payment processing services, and bulk mailing operations for operational impact. Insures proper cash handling and vault controls are maintained.
7. Directs the archiving of financial records and data base reports generated by all divisions of billing services and sales tax center as required by legal and auditing requirements.
8. Compiles documentation and creates budget supplemental request for Revenue Administrator.
9. Liaison to Water Services and Public Works in resolving complex customer complaints and designing database or procedural changes interfacing with the billing group or municipal billing system.
10. Analyzes and prepares financial or statistical reports requested by various user departments, external auditors, or external utility or governmental agencies.
12. Prepares oral or written answers to audit questions for the annual independent audit and assists independent auditors in locating documentation to support financial records.
13. Coordinates payment processing with Water Services, Public Works, and Technology and Innovation departments to insure all daily, weekly, monthly and yearly operations and reporting are completed.
14. Manages special projects involving research and analysis.
15. May fill in for Revenue Administrator in his/her absence.
16. Performs other related duties as assigned.

KNOWLEDGE, SKILLS, ABILITIES

Knowledge of:

Sound business practices in bookkeeping, accounting, cash receivables and general auditing
Laws, ordinances, codes, and City policy regarding the billing and collection of City revenue
Mainframe database and P.C. software utilized for automated and manual billing systems,
cashiering, lock box, and bulk mailing operations
Customer relations and collection practices
Postal regulations for bulk mailing operations

Ability to:

Interpret and apply laws, ordinances, codes and City policies regarding the billing for City services, cashiering and lock box payment processing services, and bulk mailing operations
Plan, organize, and supervise a customer service focused citywide billing function, payment and mailing function
Research and resolve procedural and operational problems and complaints
Understand, utilize, and modify computer applications
Effectively communicate verbally and in writing
Effectively supervise, train and develop staff
Establish effective working relationships with City staff and the public
Comprehend and direct staff in complex rate structures
Analyze and interpret accounting records and prepare clear and concise reports
Evaluate information prepared by subordinate staff

WORKING CONDITIONS

Office setting.

MINIMUM REQUIREMENTS

Requires a Bachelor's Degree in Accounting, Public Administration, Business Law or related field, five years experience in an accounting, auditing, licensing or tax function, and two years supervisory experience. Direct experience in billing and CPA or CMA certification.

Any equivalent combination of training, experience and education that provides the required knowledge, skills, and abilities, is qualifying.