



## SPRINGFIELD UTILITY BOARD

### Job Description

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**TITLE:** Customer Service Manager  
**REPORTS TO:** General Manager

**STATUS:** Exempt / Non-union  
**RANGE:** 38

**POSITION SUMMARY:** The Customer Service Manager is responsible for the operation, management and leadership of the Customer Service department. Performs other duties as assigned.

#### **MAJOR RESPONSIBILITIES**

##### *Essential Functions*

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Demonstrates and models exemplary leadership to all employees.
4. Evaluates the overall operations of the Customer Service department including: strategic planning, analysis, systems, productivity, staffing requirements and establishing and achieving goals.
5. Assumes fiscal responsibility by participating in the preparation of and operating within an approved annual budget.
6. Provides a positive, inspiring and motivating work environment for staff.
7. Supports, coaches and counsels staff to ensure a productive and efficient team environment.
8. Documents personnel actions according to policies and procedures with the guidance of the HR Manager.
9. Conducts Performance Appraisals on schedule, as needed and/or required; monitors and evaluates employee performance; collaboratively establishes individual goals and performance improvement plans.
10. Plans and conducts orientation of new employees.
11. Promotes and supports on-going education and training of staff to ensure the highest quality performance standards to meet the changes in a dynamic utility industry.
12. Openly and effectively collaborates and communicates with directors, managers and supervisors to identify and solve problems and to coordinate resources.

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13. Promotes and maintains open and effective communication with staff. Conducts regular and impromptu staff meetings to share information.
14. Develops new job descriptions as needed and reviews current job descriptions annually.
15. Maintains confidentiality of organizational and staff information.
16. Recognizes contributions and celebrates small and big individual and team accomplishments.
17. Delegates challenging and meaningful responsibilities to staff to ensure their on-going development and success.
18. Ensures that staff continuously works to develop mutually-agreeable solutions with customers and refer customers to appropriate agencies for possible financial assistance.
19. Handles customer contacts that cannot be resolved by other staff.
20. Identifies specific customer's utility needs and ensure that SUB is working to meet those needs.
21. Implements and ensures compliance with work rules, policies and procedures and promotes good safety practices.
22. Participates as a team member or leader of assigned projects.
23. Recommends policies and actions to minimize bad debt write-offs.
24. Researches and recommends purchasing of office equipment and supplies.
25. Acts in Absence of the Meter Reading and Billing Manager.
26. Maintains reliable and predictable attendance.

### ***Marginal Functions***

27. Acts as a resource for improved communications between customers and SUB.
28. Represents division and/or SUB's interests at utility, customer, community, or regional meetings or groups.

*Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your Supervisor will communicate these changes either formally or informally, verbally or in writing.*

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### ***Attributes***

SUB strives to promote a safe, positive and caring work environment. In addition to the above qualifications, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB’s Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

### **OTHERS SUPERVISED**

- Customer Service Supervisor, Lead Customer Service Representative, Customer Service Representative, Customer Service Assistant, Administrative Assistant, Office Assistant and temporary staff

### **MINIMUM QUALIFICATIONS**

#### ***Experience***

- Minimum of ten years recent experience in the field of billing, credit, customer service and office management
- Minimum of five years supervisory experience
- Utility background preferred

#### ***Knowledge, Skills & Abilities***

Demonstrated excellence and competency in the following areas:

- Managerial and operational skills to lead a complex department of 18+ employees
- Leadership skills to coach, motivate and inspire staff
- Model positive behavior that promotes effective teamwork
- Employee recognition and celebration
- Vision, strategic planning and analysis
- Project management
- Complex problem solving and decision making
- Time management
- Organizational and interpersonal skills
- Communicate effectively orally and in writing
- Manage difficult and challenging personnel and operational situations

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- Intermediate skill level in Microsoft Office software applications
- Billing, credit, customer service and public relations
- Development of new policies and systems
- Staff coaching and workflow management
- Serve as a team leader or team member on various projects
- Proficient in computer systems and accounting fundamentals

### *Education*

- High school diploma or equivalent
- Bachelor's degree in business administration or related field is desired

## **PHYSICAL AND MENTAL REQUIREMENTS**

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Interacts well with co-workers, managers and the public. Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION:**
  - Far visual acuity:** Sees adequately to drive a vehicle.
  - Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels, numerous other written documents and computer screen.
  - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
  - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use.
- **SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.

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- **REACHING/HANDLING:** Writes and keyboards data, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies.
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printers.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, typewriter and other office type of equipment.

Revised: June 1, 2016