



## **RUBIDOUX COMMUNITY SERVICES DISTRICT**

### **CUSTOMER SERVICE / ACCOUNTS PAYABLE MANAGER**

#### **DEFINITION**

Under general administrative direction of the Director of Finance and Administration, directs, leads, manages, supervises, organizes, and coordinates the activities and operations of the Customer Service Department including utility billing, account maintenance, payment processing, resolution of complex customer issues and concerns, and bad debt collection activities. Trains, supervises, and evaluates the Customer Service staff; plans and distributes Customer Service work. Prepares accounts payable and assists in budget preparation. Maintains records for the District's records retention program ensuring the proper management, retention, and disposal of District records and documents; compliance with applicable records retention laws, regulations and mandates. Provides highly responsible and complex administrative support; supervises assigned staff; performs related work as assigned.

#### **DISTINGUISHING CHARACTERISTICS**

This position reports to the Director of Finance and Administration and is responsible for the development and administration of programs related to customer service, SB 1383 Compliance and oversight of the District's trash service contractor, accounts payable and records retention. The position is responsible for formulating and developing department goals and objectives, managing lead personnel, and directing the work of customer service.

#### **ESSENTIAL AND MARGINAL FUNCTION STATEMENTS**

Essential and other important responsibilities and duties may include, but are not limited to the following:

##### **Customer Service Functions**

1. Assumes management responsibility for assigned services and activities of the Customer Service Department including; utility billing, account maintenance, payment processing, resolution of customer issues and concerns, and bad debt collection activities.
2. Manages and participates in the development of goals, objectives, and priorities for assigned programs of the customer service department; recommends and administers policies and procedures.
3. Establishes schedules and methods for providing quality customer service; identify resource needs, review needs with appropriate management staff; allocate resources accordingly.

4. Trains assigned staff and evaluates assigned staff performance; provides regular performance feedback and prepares annual performance evaluations.
5. Responds to escalated, complex, and sensitive customer service issues including upset customers, customer complaints, and collection issues.
6. Works with IT administrators to configure billing software and other technologies, updates standard operating procedures, and trains assigned staff on the use of new software and technology.
7. Prepares reports on operations and activities of the Customer Service Function as requested by senior management.
8. Assumes responsibility for the development of various informational publications including web-based publications for District rate payers that explain and effectively communicate District's water and sewer rates and fees. This includes maintaining an effective working relationship with the District's Communication Support consultant(s).
9. Provides responsible staff assistance to the Director of Finance and Administration; conducts a variety of organizational studies; investigations, and operational studies; recommends modifications to customer service programs, policies, and procedures as appropriate.
10. Research, coordinate, and conduct customer outreach events on a quarterly basis.
11. Leads and maintains oversight of the District's Trash enterprise including SB 1383 Compliance and directing associated responsibilities through use of staff and the District Trash Service contract provider.

#### Accounts Payable/Accounting Functions

1. Prepares all bank statement reconciliations.
2. Oversees the District Accounts Payable function. Assigns and monitors vendor invoice receiving, sorting, and coding work of Accounting/Customer Service Clerks. Reconciles accounts payable and prepares disbursements for review and approval.
3. Prepares and distributes the District's annual Form 1099s for vendors as appropriate.
4. Assists departments in the proper classification of revenues and expenditures.
5. Assists with Cal Fire administration of billing and recording of property tax revenues.
6. Assists the District's independent auditors in preparation of year-end audited financial statements related to Customer Service and Accounts Payable activities.
7. Assists with billing related to the District's solid waste collection contractor.
8. Records all journal entries related to county property tax receipts. Manages and documents all receipts on the District's property tax reconciliation worksheet.

#### Website/Social Media Functions

1. With assistance from Accounting/Customer Service Clerks, manages the District's website, ensuring District information is up-to-date and in compliance with applicable state and local laws, mandates and regulations.
2. Oversees the District social media profiles and platforms. Coordinates with the District's various departments and vendors to ensure necessary information is being communicated to the District's customers in a timely and appropriate manner.

#### Marginal Functions

1. Regular attendance at work site.

2. Attend and participate in professional group meetings; stay abreast of new trends and innovations in the fields of customer service related to utility billing.
3. Prepare and present Board of Directors Memorandums as necessary.
4. Performs related duties and responsibilities as required.

### **Knowledge of**

1. Modern and complex principles and practices of customer billing, bookkeeping and accounting.
2. Operations, services and activities of water, sewer, and solid waste utilities.
3. Programs and services of the organization relating to service fees, billing and account maintenance.
4. Principles and practices of program development and administration.
5. Pertinent Federal, State and local laws, codes and regulations.

### **EDUCATION/EXPERIENCE:**

**EDUCATION:** Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration or a related field but may be waived in lieu of experience. The ideal candidate will have a combination of education and/or experience that has provided the knowledge, skills and abilities necessary for acceptable job performance.

**EXPERIENCE:** Five (5) years of increasingly responsible experience in customer service, utility billing, and meter reading, including two (2) years in a supervisory role.

Experience in a government or public utility is highly desirable.

### **LICENSES/CERTIFICATES REQUIRED:**

A valid California Driver's License (Class C) including a satisfactory driving record is required.

### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

#### **Environment:**

Standard office setting; exposure to computer screens; frequent interaction with District staff and the general public.

#### **Physical:**

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of computer keyboard; pull, lift and/or carry light to moderate amounts of weight; bend, stoop, kneel, and crawl; ability to verbally communicate to exchange information.

**Mental:**

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret data, information and documents; analyze and solve problems; observe and interpret situations; learn and apply new information or skills; perform highly detailed work; work on multiple concurrent tasks; work with frequent interruptions; work under intensive deadlines; interact with District executive and mid-managers, staff, vendors, the public and other encountered in the course of work.

**Vision:**

See in the normal visual range with or without correction; vision sufficient to see computer screens and printed documents and to operate assigned equipment.

**Hearing:**

Hear in normal audio range with or without correction.

Job Status: Exempt

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