

CUSTOMER SERVICES MANAGER**NATURE OF WORK IN THIS CLASS:**

Administers the programs and the activities of the Customer Services Department for the Guam Waterworks Agency.

ILLUSTRATIVE EXAMPLES OF WORK: (Any one position may not include all the duties listed, nor do the example cover all the duties which may be performed).

Administers the Agency's customer services in establishing and terminating customer accounts, resolving billing inquiries, processing payments, collection of delinquent accounts, reconnection and disconnection of utility service, and meter readings.

Develops, examines, interprets and maintains customer accounting records, service rules and rate schedules, collection of revenues and audits of accounts and management reports relating to customer services.

Regularly monitors customer billing practices to insure they are in conformance with the Agency's services rules and rate schedules, and are providing the customer responsive service.

Develops, implements and controls the Customer Services Division budget.

Maintains liaison with other departments of the Agency that have activities affecting customers in order that all Agency efforts regarding customers are coordinated in the best interest of the customer and the Agency.

Participates in the development of the Agency's policies and develops objectives, policies and procedures for own area of activity.

Conducts and approves employee performance appraisal; reviews and makes recommendations relative to advancement and methods of improving job performance; provides for personnel training in Division's work methods and procedures.

Keeps informed on new developments and techniques in the industry regarding customer contact and billing practices and evaluates adaptability to present system.

Responsible for the settlement of major delinquent accounts in legal proceedings and bankruptcy hearings as required.

Assists the firm of independent public accountants retained by Board of Directors in conducting the annual audit of respective division.

Performs other administrative, supervisory and/or professional duties related to the above or in other areas of management operations, as assigned.

MINIMUM KNOWLEDGE, ABILITIES AND SKILLS:

Knowledge of accounting and auditing principles, practices and procedures of the water utility industry.

Knowledge of business management and/or modern public administration principles, practices and techniques.

Ability to supervise the work of others.

Ability to plan and organize the Customer Services Division in such a manner as to meet established objectives for service, increased productivity of collections, customer satisfaction and other activities.

Ability to make work decisions in accordance with the laws and rules and to apply the Agency's policies to work problems.

Ability to properly instruct employees on practices and procedures for service offerings.

Ability to prepare clear and comprehensive financial, budgetary and other management reports.

Ability to work effectively with the public and employees.

Ability to communicate effectively, orally and in writing.

MINIMUM EXPERIENCE AND TRAINING:

- A) Graduation from a recognized college or university with a Bachelor's degree in accounting, business administration or closely related field, and five years experience in water utility accounting and customer contact work including two years of work in an administrative or supervisory capacity; or
- B) Any equivalent combination of experience and training which provides the minimum knowledge, abilities and skills.

CUSTOMER SERVICES MANAGER (CONT.)

2.037

ESTABLISHED: July 1980
Amended: November 1989
Amended: March 1997

Pay Grade: N

EVALUATION:	Know How:	EI3	230
	Problem Solving:	E3 (33)	76
	<u>Accountability:</u>	<u>E1C</u>	<u>87</u>
	Total Points:		393



ELOY P. HARA
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