

POSITION DESCRIPTION

Title: Customer Service Manager

Department: Solid Waste

Job Analysis: October 2015, September 2017, February 2020

Note: Statements included in this description are intended to reflect in general the duties and responsibilities of this classification and are not to be interpreted as being all inclusive. The employee may be assigned other duties that are not specifically included.

Relationships

Reports To: Development & Environmental Director

Subordinate Staff: Billing Account Specialists I and II, Dispatchers

Internal Contacts: Solid Waste staff, Officials, Budget & Purchasing Department; Accounting, Personnel, Building Maintenance, Legal Department & CIS

External Contacts: General Public, Customers, State Agencies, Local Municipalities, Utility Companies

Status: Classified/Exempt (EC-7)

Job Summary

The Customer Service Manager position is responsible for the front line customer service for the Solid Waste Department. This position oversees a high volume of calls to process customer account inquiries, requests and payments and provides all aspects of customer service to include, but not limited to: activating new accounts, terminating accounts, completing applications, processing all incoming mail, processing exemptions, moves and changes and resolving customer complaints and problems. Position is involved and oversees the initial debt collection processes and ensures accounts are maintained in an auditable state ready to turn over to the Solid Waste Officers if the need arises. This position is also responsible for maintaining account notes and documenting phone conversations and written requests, works with the compliance team and helps coordinate route audits, dispatch functions, inventory management, and all other compliance functions.

Job Domains

A. Filing and Records Management

1. Develop, coordinate and conduct training and evaluation of employees.

B. Operations Responsibilities

1. Create agenda action items as required or needed.
2. Review and analyze reports and procedures to develop strategies for maximizing efficiencies within the department.

C. Personnel/Management

1. Verifies and processes payroll.
2. Direct subordinates in accordance with all applicable state and local laws and ordinances.
3. Supervises the day to day functions of the compliance team for the solid waste department.
4. Oversees dispatching for the bulky and yard debris, cart and investigative service orders.

Knowledge, Skills, and Abilities

1. Skills to communicate effectively with office staff, general public and elected officials.
2. Skills to prepare reports, complete forms and compose letters.
3. Skills to understand written instructions, manuals and correspondence.
4. Ability to assign tasks and supervise/evaluate employee.
5. Ability to operate office machines such as calculator, computer, copy machine, fax machine and typewriter.
6. Knowledge of EnCore computer software.
7. Knowledge of J. D. Edwards accounting program.
8. Knowledge of the AS400 System.
9. Knowledge of Word, Excel, Access, Power Point and Organizer.

Other Characteristics

1. Willing to travel and attend workshops and seminars.
2. Willing to work nonstandard hours to meet deadlines.

Minimum Requirements

1. Valid driver's license and be insurable by the County's insurance standards.
2. Associate degree or equivalent.
3. Two (2) years' experience in accounting/bookkeeping.
4. Any equivalent combination of experience and training that provides the knowledge, skills and abilities necessary to perform the work.
5. Solid Waste Accounts Receivable experience desired.
6. Experience with computerized accounting systems desired.
7. Experience in service oriented field with heavy customer service preferred.
8. Bondable by County insurance.