



City of South Bend

Vacancy Announcement

Post Date: Thursday, February 8, 2018

Closing Date: Until Filled

DIRECTOR OF CUSTOMER SERVICE & BILLING OFFICE

Category: Full Time
Department: Public Works/Utilities
Reports To: Assistant Director of Utilities
Schedule: Monday-Friday, 8:00 AM-5:00 PM. Hours may vary based on operational needs.
Pay Rate: \$65,000-\$71,000/yr. (Non-exempt)
Position: SUMMARY

Plan, organize and direct the activities of the Utility billing and customer service operations in accordance with municipal utility rules and regulations.

SUPERVISION EXERCISED

Supervise customer service, billing and collections staff including approximately 10 Teamster employees and 10 non-bargaining full and part-time employees located in two separate facilities.

ESSENTIAL DUTIES AND RESPONSIBILITIES

- Oversee customer service function and billing aspects of the 40,000 customer utility enterprise.
- Oversee all aspects of billing, payment collection, cash balancing and customer relations.
- Resolve customer complaints and ensure excellent customer service.
- Research and recommend improvements in billing practices and customer service.
- Supervise and evaluate the performance of assigned staff; meet with staff to identify and resolve problems; assign work activities and projects.
- Provide leadership regarding the use of billing and customer service software products.
- Participate in the development of goals and objectives as well as policies and procedures; direct the implementation of policies and procedures.
- Use performance data to manage and improve the operation of the utility customer service and billing functions.

Customer Service

- Assist customers either in person, on the phone, or through the internet.
- Communicate account information to affected customers in writing and verbally in a clear and positive manner; assist staff in doing the same.
- Read, interpret, apply, and explain codes, rules, regulations, policies and procedures.

Billing

- Audit billing and customer account information to ensure Utility policies are consistently implemented.
- Oversee all functions related to monthly billing including data entry and evaluation of billing practices for accuracy.
- Investigate billing discrepancies, process past due invoices, manage extensions and payment arrangement options for customers.
- Coordinate meter reading and meter service activities.
- Review, monitor, and recommend changes and controls for the Utility billing policies and systems in conformance with the City of South Bend Municipal Code, the Utility Rules and Regulations, approved rate structures, and departmental guidelines.

NON-ESSENTIAL FUNCTIONS

- Perform other duties and assume other responsibilities as apparent or as delegated.

QUALIFICATIONS

To perform this position successfully, an individual must be able to perform each essential duty in a satisfactory manner. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

EDUCATION AND EXPERIENCE

- Bachelor's Degree in Business Administration, Accounting, Customer Service, or related field required.
- At least 5 years of experience in managing a utility customer service and billing office, or similar experience. Experience with Utility Rules and Regulations, billing software, and meter reading preferred.

KNOWLEDGE, SKILLS AND ABILITIES

- Knowledge of billing and customer service activities.
- Knowledge of practices to ensure confidentiality of sensitive information.
- Ability to communicate professionally and compassionately with customers, and to provide excellent customer service while also adhering to utility policies.
- Ability to analyze complex account and billing information.
- Ability to organize and supervise several highly complex activities and competing priorities.
- Ability to use sound administrative judgment, particularly in matters of finance and efficiency.
- Ability to use billing and account management software.
- Ability to communicate with tact and diplomacy and effectively with other administrators, subordinates, and the general public

CERTIFICATES, LICENSES, REGISTRATIONS

- Valid Driver's License required.

EQUIPMENT

Telephone, Computer, including customer and account management software

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is frequently required to sit and walk, and talk or hear.

The employee is frequently required to sit and walk, and talk and hear. The employee occasionally required to use hands to fingers, handle or feel objects, tools or controls; and reach with hands and arms. The employee is occasionally required to climb or balance; stoop, kneel, crouch or crawl. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required in this job include visions and the ability to adjust focus.

WORK ENVIRONMENT

Work is performed primarily in the office. The noise level in the work environment is usually quiet to moderate in the office. Entire office is smoke free.

EQUAL OPPORTUNITY EMPLOYER

All qualified applicants will receive consideration for employment without regards to age, race, color, religion, sex, disability, veteran's status, national origin, genetic information, or sexual orientation. Reasonable accommodations for persons with a known disabling condition will be considered in accordance with State and Federal Law.

TO APPLY

All applications for currently posted positions can be submitted online at www.southbendin.gov/jobs or at the application kiosks: 12th floor of the County-City Building (227 W. Jefferson Blvd.); Martin Luther King Jr. Recreation Center (1522 W. Linden); or O'Brien Fitness Center (321 E. Walter St.).

Pre-employment drug screen