

## **EMPLOYMENT OPPORTUNITY**

### **Customer Services Manager**

***\$86,819.16 – \$111,113.64 Annually***  
*plus excellent paid benefits*

#### ***THE DISTRICT***

Established in 1887 to provide irrigation water to area farmers, Modesto Irrigation District (MID) is an independent, customer-owned utility formed under the California Water Code. As a public agency, MID is governed by a Board of Directors elected by registered voters within district boundaries. MID is accountable to the communities it serves and is operated on a not-for-profit basis. Today MID continues to serve 3,000 accounts with irrigation water for 60,000 acres of farmland and provides retail electric service to more than 111,000 residential, business and agricultural customers. Additionally, MID treats 40 million gallons of surface water daily and wholesales the drinking water to the City of Modesto. MID is committed to providing reliable service at the lowest cost possible.

#### ***THE POSITION***

The Modesto Irrigation District is currently recruiting to fill one (1) Customer Services Manager position to plan, organize, direct and coordinate the activities of the Customer Service Department within the Finance Division, including customer billing, call center, and cash accounting activities associated with the District's electrical services. This position will manage a department of more than fifty employees; coordinate Customer Service activities with other divisions and departments; and provide highly complex staff assistance to the Assistant General Manager of Finance.

***Any Qualified Individual May Apply.*** This is an exempt position and part of the Management/Confidential Group. The list established as a result of this recruitment may be used to fill other Customer Services Manager vacancies that may occur within the District through July 29, 2012.

#### ***ESSENTIAL DUTIES***

- Develop and implement departmental goals, objectives, policies and procedures.
- Plan, organize and direct Customer Services activities including the preparation of electric customer billing, the operation of the District's call center, and the receipt and processing of customer payments.
- Direct, oversee and participate in the development of the Customer Service work plan; assign work activities, projects and programs; monitor work flow; review and evaluate work products, methods and procedures.
- Prepare the Customer Service budget; assist in budget implementation; participate in the forecast of additional funds needed for staffing, equipment, materials and supplies; administer the approved budget.
- Recommend the appointment of personnel; provide or coordinate staff training; conduct performance evaluations; implement discipline procedures as required; maintain discipline and high standards necessary for the efficient and professional operation of the Department.
- Review and authorize unusual and complex billing corrections and adjustments in accordance with District regulations; as necessary, oversee and negotiate the collection and issuance of final and overdue bills, deposits, charges and refunds.

- Review billing procedures and customer service practices to determine effectiveness of operations; make necessary changes to provide efficient service to customers.
- Evaluate, recommend, and oversee the implementation of new technology in utility services billing and monitoring.
- Establish, implement and monitor Customer Service Department benchmarks to ensure activities are consistent with the mission of the District; review and analyze processes and procedures and implement solutions for improvement.
- Receive and respond to the more complex and/or sensitive customer service issues.
- Schedule and hold department meetings with staff to explain changes in policies and procedures and general issues affecting customer service.
- Represent the department and division to outside agencies and organizations; participate in outside community and professional groups and committees; provide technical assistance as necessary.
- Research and prepare technical and administrative reports; prepare written correspondence.
- Build and maintain positive working relationships with co-workers, other District employees, outside agencies, and the public using principles of good customer service.
- Perform related duties as assigned.

### ***MINIMUM QUALIFICATIONS***

Any combination of education, experience, knowledge and abilities may satisfy the necessary minimum qualifications. A typical way to obtain the education, experience, knowledge and abilities would be:

#### **Knowledge of:**

- Principles and practices of utility billing, collections and related customer service.
- Principles and practices of leadership, motivation, team building and conflict resolution.
- Utility energy management and conservation programs.
- Pertinent local, State and Federal rules, regulations and laws.
- Principles and practices of organizational analysis and management.
- Budgeting procedures and techniques.
- Principles and practices of supervision, training and personnel management.
- Advanced principles and practices of customer service.
- Principles and practices of safety management.
- Modern office equipment including use of applicable computer applications.

#### **Ability to:**

- Organize and direct the customer service operations including billing, cash accounting, call center, remittance processing and meter functionality.
- On a continuous basis, analyze budget and technical reports; interpret and evaluate staff reports; know laws, regulations and codes; observe performance and evaluate staff; problem solve department related issues; remember various rules and procedures; and explain and interpret policy.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Gain cooperation through discussion and persuasion.
- Interpret and apply District and department policies, procedures, rules and regulations.

- Effectively resolve the more complex and sensitive customer service issues.
- Supervise, train and evaluate personnel.
- Operate and use modern office equipment including a computer and applicable software.
- Establish and maintain effective working relationships with those contacted in the course of work.
- Communicate clearly and concisely, both orally and in writing.

**Experience:** Seven years of increasingly responsible experience in billing and customer service appropriate to the level of this position; including two years of supervisory responsibility.

**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.

**Special Requirement:** Possession of a valid California class C driver's license at the time of appointment.

### ***APPLICATION PROCEDURE***

**Qualified applicants must submit a completed District application and the attached supplemental application to the Human Resources Department.** In addition, a supplemental statement (one or two pages) describing experience and qualifications for the position is recommended but not required. **Applications will be screened on or after, Friday, August 26, 2011. Applications received after this date are not guaranteed consideration.**

Applications will be reviewed on a comparative basis and only those most qualified will be invited to continue in the selection process which will consist of an overall assessment of the individual's skills through (1) oral interview; (2) supervisor/management assessment center; and (3) reference checks to include current and former supervisors. The applicant must perform successfully in each phase of the recruitment in order to continue in the selection process.

Applications are available at [www.mid.org](http://www.mid.org) or at the MID Human Resources Division, 1231 11<sup>th</sup> St., Modesto, CA 95354, (209) 526-7341

Applicants requiring necessary accommodations to the application process may contact Human Resources at (209) 526-7341. California Relay Service is available at (800) 735-2922 voice and (800) 735-2929 TDD.

The Modesto Irrigation District is an Equal Opportunity Employer. All qualified applicants are encouraged to apply.

**THE SUCCESSFUL APPLICANT WILL BE REQUIRED TO PROVIDE VERIFICATION OF HIGH SCHOOL DIPLOMA OR GED AND OFFICIAL EDUCATION TRANSCRIPTS, PASS A MEDICAL EXAM INCLUDING A DRUG AND ALCOHOL SCREEN, AND A COMPLETE BACKGROUND CHECK PRIOR TO BEGINNING WORK.**

***INFORMATION CONTAINED IN THIS ANNOUNCEMENT MAY BE SUBJECT TO CHANGE WITHOUT NOTICE***

