



Job classification:	Business Services Manager
Representation:	Management/Confidential Unit
FLSA:	Exempt
Effective date:	April 2023
Revision Date:	

Classification specifications, i.e., Job descriptions are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Furthermore, specifications are intended to outline the minimum qualification for entry into the classification and not intended to reflect all duties and responsibilities of an incumbent in the classification.

Summary

Under general direction this single position class is responsible for the daily management of the Customer Service and Information Technology (IT) divisions within the Administrative Services Departments; coordinates effectively with other District departments and personnel to achieve District wide goals; perform highly responsible and complex professional and technical tasks relative to the assigned area of responsibility.

Supervision Received and Exercised

General direction is received by the Director of Administrative Services. Supervision is provided to customer service and information technology staff. Oversight of interdisciplinary teams may be required based on a specific project and/or a desired outcome.

Essential Duties - The following duties are typical for this position. Depending upon the assignment the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address District needs and changing business practices. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.

- Develop, plan, direct, and implement the goals, objectives, policies, procedures, and work standards for the customer service and IT department.
- Coordinate department activities with those of other departments and outside agencies, consultants, and organizations.
- Plan, prioritize, assign, supervise, and review the work of staff involved in the support of the District's customer service and information technology activities.
- Administer and interpret District policies, procedures, and regulations to staff regarding customer service, safe and confidential work practices.
- Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
- Oversee utility billing process.
- Assist the External Affairs Manager with planning, coordinating, and participating in implementing proactive public outreach programs promoting customer awareness through

- press releases, feature articles, public notices, and related materials.
- Collect and analyze data and prepare statistical reports and recommendations on various customer data information.
 - Manage special projects related to customer service and IT divisions.
 - Assist the Information Systems Administrator in coordinating IT services Districtwide.
 - Direct the maintenance of the District's customer information and billing system.
 - Review and recommend modifications to the utility billing and accounting systems and procedures.
 - Assist in the review of accounts payable, accounts receivable, and miscellaneous customer billing batches.
 - Assists in developing and administrating the annual operating budget for customer service and IT departments.
 - Attend District Finance Committee and Board meetings and make presentations as required.
 - Attend various community meetings and functions to establish and cultivate positive relationships.
 - Establish and maintain an effective and cooperative working relationship with coworkers.
 - Regular attendance and adherence to a work schedule to conduct job responsibilities.
 - Perform related duties as assigned or required for the ongoing operation of the District's business.

Qualifications

Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.

Knowledge of:

- Principles, practices, and resources necessary to develop a program for effective customer service, including utility billing, and IT.
- Communication techniques for providing a high level of customer service to public and District personnel in person, or via other methods such as correspondence, telephone, digital or other mediums.
- Administrative principles and practices, including goal setting, policy implementation, and program and procedure development.
- Report preparation, including incorporating/editing information prepared by others.
- Organizational and management practices as applied to the research, analysis and evaluation of programs, policies, and operational needs of the District.
- Pertinent local, State, and Federal laws, ordinances, rules, and regulations.
- Basic accounting principles and practices.
- Budgeting principles and terminology.
- Principles and practices of leadership, motivation, team building, and conflict resolution.
- Computer applications related to the work, including word processing (Microsoft WORD) and spreadsheet (Microsoft EXCEL) applications. and integrated accounting system

software (i.e. Springbrook), presentation tools, and familiarity with web-based applications, social media, and mobile applications.

- Business arithmetic, analytical, and statistical techniques.
- Standard business practices such as letter writing, report writing, preparing informational materials in visual formats.
- English language usage, spelling, grammar, and punctuation. Strong writing skills are a must for this position.

Ability to:

- Organize, implement, and direct customer service and IT activities.
- Maintain complex and comprehensive records.
- Verify the accuracy of financial data and information.
- Exercise sound independent judgment within established procedural guidelines.
- Make accurate mathematic, financial, and statistical calculations. Interpret, apply, and make sound decisions based on fair and accurate interpretation of complex District policies, procedures, and ordinances as well as various regulations.
- Plan, prioritize, and personally participate in comprehensive community and customer relations.
- Train and successfully navigate challenging and difficult customer services activities.
- Maintain humor and convey a professional demeanor which instills a sense of confidence and purposefulness for a team.
- Deal tactfully with the public and others in providing information, answering questions, and explaining District policies and procedures even in contentious circumstances.
- Respond to and effectively prioritize multiple phone calls and other requests and interruptions.
- Write effective informational material for a variety of purposes, including internal staff memos, Board staff reports, and media outreach.
- Successfully develop, control, and manage departmental budget and expenditures.
- Analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.
- Maintain a high level of confidentiality with discretionary knowledge.
- Operate a computer with a high level of proficiency for the effective operation of the Department including word processing, database, spreadsheet, presentation, e-mail, and internet.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Speak publicly before a variety of groups in an effective manner, both formally and extemporaneously.
- Plan, coordinate, and organize work to meet deadlines with accuracy, thoroughness, and attention to detail.
- Work independently and prioritize multiple tasks often under time constraints and with limited supervision.

- Read, understand, and carry out written and oral directions in a clear, concise, and consistent manner.
- Operate a variety of automated office machines typical of a work environment such as a multi-function printer/copier/scanner machine, fax machine, and laminator.
- Communicate clearly and concisely both orally and in writing with District staff, co-workers, consultants, and the public in one-to-one and group settings.
- Establish and maintain an effective and cooperative working relationship with internal and external customers.

Education and Experience:

- Bachelor's degree or equivalent in business or public administration, public relations, communications, or related field from an accredited four-year college or university.
- A minimum of ten (10) years of increasingly responsible work experience related to business or customer service with at least five (5) years in a supervisory or lead role.
- Customer Service and outreach management experience in the water or utility industry is preferred. Prior government or public agency experience preferred.

Licenses and Certifications:

- Valid California driver's license issued by the California Department of Motor Vehicles, or the ability to obtain, and a satisfactory driving record.
- Eligible to work in the United States.

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit at a desk and in meetings for long periods of time, on a continuous basis; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation with fingers; reach with hands and arms; use a telephone or other electronic communication devices; stand for long periods of times; communicate orally and through written means; use standard office equipment such as computers and copiers; write or use a keyboard to perform assigned duties; bend, squat, stoop, crouch, climb, kneel and twist while checking equipment; occasionally climb stairs, stoop, kneel, crouch, or walk and/or stand on slippery surfaces; occasionally lift and/or move up to 25 pounds; hearing and vision within normal ranges with or without correction. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Work is generally carried out in a typical office setting with temperatures occasionally too warm or too cold, moderate noise levels and under lighting conditions typical of an office. Regular field visits requiring the operation of a motor vehicle and occasionally traversing uneven terrain and inclement weather field may be required where the employee may be exposed to weather extremes of heat and cold, allergens, high level of noise, fumes, or airborne particles, and toxic or caustic chemicals.