

## CLASS SPECIFICATION

### SAN DIEGO CITY CIVIL SERVICE COMMISSION

#### CUSTOMER INFORMATION AND BILLING MANAGER - 1795

##### DEFINITION:

Under direction, to administer and manage the City's water service billing activities; to plan and direct the customer call center program; and to perform related work.

##### \* EXAMPLES OF DUTIES:

- Plans, directs, and administers the City's water service activities to include billing, collection and payment of water and sewer fees;
- Manages the customer call center, automated call distribution system, and E-Commerce;
- Oversees the customer service training program;
- Addresses customer concerns and manages complaint resolution;
- Develops, interprets, and implements fees, penalties, fines and deposits for water and sewer service;
- Resolves complex and/or sensitive billing and payment problems;
- Authorizes water service or discontinuation of service;
- Coordinates with the Treasurer's Office Collections unit and testifies in court;
- Analyzes and recommends improvements to billing and collection processes;
- Establishes policies and ensures conformance of program operations to established standards;
- Oversees the development of the section budget and monitors expenditures;
- Prepares and authorizes Requests for Council Action;
- Assists in making presentations to the Mayor and City Council;
- Trains, supervises, and evaluates the work performance of subordinates;

##### MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Announcement for updated minimum qualifications.

College graduation with a Bachelor's degree or equivalent education (i.e. minimum completed units = 120 semester/180 quarter); **AND** five years full-time experience responsible for computerized billing, payment and/or customer information functions related to service fees, taxes or similar charges in a government agency or public/private utility (i.e. water, sewer, gas, electric, telephone, or cable television services). Three years of qualifying experience must have been at the supervisory or managerial level overseeing subordinate staff. One year of experience must have included conducting operational studies, developing operational policies and procedures, and formulating program efficiency and effectiveness measures and/or recommendations. Additional qualifying professional experience may be substituted for the education lacked on a year-for-year basis.

- \* **EXAMPLES OF DUTIES** performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.