

UTILITIES CUSTOMER SERVICE MANAGER

UTILITY BILLING DIVISION

HOURLY RANGE: \$21.8955 - \$35.2738

BASIC REQUIREMENTS:

Supervisory, professional, and administrative work of a responsible nature in various functions related to the management of the Utility Billing Department. Work involves supervising employees in the areas of utility customer service, utility billing, meter reading and land management/addressing program. Duties require in-depth knowledge of policies and procedures of all functional areas of utility customer service, utility billing, meter reading and land management. Customer service duties require demonstrated proficiency in communicating professionally with utility customers and other departments, and a problem solving orientation toward efficient completion of assigned responsibilities. Ability to positively interact with and direct a wide range of employees, foster a team atmosphere, and supervise, evaluate, mentor, and develop subordinates in a professional manner that focuses on performance to achieve department goals.

Associate degree in business administration, management, accounting, or related field is preferred. Three to five years of customer service, accounting, or utilities billing experience, preferably in a supervisory capacity; an equivalent combination of education, training and experience may be substituted at the City's discretion, for the above education, training and experience. Computer experience, including but not limited to mainframe applications and Excel is required. Must possess and maintain a valid Florida Driver's License.