

# MUNICIPAL SERVICES COMMISSION

CITY OF NEW CASTLE, DELAWARE 19720-0208

P.O. BOX 208

<http://newcastlemsc.delaware.gov/>

Office: 302 323-2330 Plant: 302-323-2333 Fax: 302-323-2337

## **Job Description Customer Service Manager**

**FLSA STATUS:** Exempt

**UNION STATUS:** Non-Union

### **GENERAL SUMMARY:**

Under the general direction of the General Manager, this position is responsible for all aspects of Billing, Collections, and Customer Service of the Commission including supervision of customer service staff. This position requires a strong aptitude in technology and accounting.

### **ESSENTIAL FUNCTIONS:**

Functions may include however are not limited to:

- Responsible for and manages the day to day operations of the Customer Service/Billing/Collections Department.
- Establishes Department goals and priorities and directs activities of Billing, Customer Service and Collection Department employees toward their achievement.
- Formulates Billing, Customer Service and Collection Department policies, rules, regulations, work methods and procedures.
- Work with other members of management to ensure coordinated efforts in planning and implementing Commission projects and objectives.
- Prepares annual and capital budget requests for Department to General Manager
- Supervise the expenditures of Department appropriations within budgetary limitations
- Perform employee evaluations in cooperation with Business Manager and makes recommendations for advancement to General Manager
- Respond to public inquiries and investigates complaints and concerns regarding customer service, billing and collections
- Responsible to ensure the Customer Service, Billing and Collection Department are in compliance with state and federal regulation and reporting requirements.
- Manage all aspects of customer including account set up, receipt of payment, Identity Theft procedures and ensuring all interactions with office personnel are professional and courteous

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Customer Service Manager

Job Description

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- Manage all aspects of billing ensuring timely and accurate billing, reconciliation with accounting department, revenue, receivables and customer deposits.
- Manage all bankruptcy filings, collection of accounts and theft of service
- Ensure office is properly staffed and operating during working hours
- Organize proper training for office staff
- Attends meetings for the Commission, and other regulatory groups, industry or member groups and reports to the General Manager
- Performs other duties as assigned

## **REQUIRED KNOWLEDGE, SKILLS, ABILITIES AND MINIMUM QUALIFICATIONS:**

- High School diploma or equivalent required, Associate's or Bachelor's degree in business management/accounting or related field preferred.
- Ten or more years of progressively more responsibility in customer service/business management/accounting
- Previous supervisory experience required.
- Strong aptitude with technology, ability to utilize and understand many different computer applications
- Knowledge of the modern principles and practices of the field of customer service/business management/accounting
- Ability to maintain discipline and respect of employees, to lead and command employees effectively, and to instruct employees in proper work methods and techniques
- Ability to perform complicated mathematical calculations
- Ability to communicate effectively, both orally and in writing

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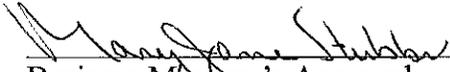
Customer Service Manager

Job Description

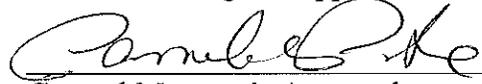
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- Possession of a valid driver's license and a good driving record. Knowledge of federal, state and local regulations governing utilities
- Skill in assembling and analyzing data, preparing comprehensive and accurate reports and formulating policy
- Skill in the use of office equipment and technology, including computers and related software, and the ability to master new technologies

Any combination of experience and training which provides an equivalent to the minimum desired employment standards

  
Business Manager's Approval

3-29-16  
Date

  
General Manager's Approval

3-29-16  
Date

Created: March 21, 2013

Updated: March 29, 2016