

**MAJOR FUNCTION**

This is supervisory and administrative work in directing the activities in the Call Center, Walk-In, Commercial, Billing and Customer Programs, Energy Services, Social Media and Quality Control units. An incumbent in this class handles a variety of responsibilities associated with effectively responding to requests for a wide variety of services to the citizens. The duties are performed in accordance with established ordinances, policies, and procedures. The incumbent is responsible for activities of employees engaged in responding to customer inquiries/complaints in person or over the phone customer inquiries/complaints on talgov.com website, DigiTally and the City of Tallahassee Utilities' Twitter and/or Facebook websites. Oversees installment payments, loan payments and plans, establishing or terminating utility services for all City utilities customers; collection of delinquent accounts; the receiving, recording, and depositing of all monies for the City; parking tickets, and vehicle impoundments or multi-service utility billing. Approves and prepares credit arrangements for utility billing and miscellaneous accounts receivable. Recommends the approval or denial of merit increases. Maintains employee records, and evaluates employees. Recommends the selection, transfer, promotion, discipline, grievance resolution or discharge of employees. Work is performed under the general supervision of the Manager–Customer Operations and/or the Utility Customer Services Administrator; however, the incumbent is expected to exercise considerable independent judgment and discretion in performing work tasks. Work is reviewed through analysis of reports, observations, and by results obtained.

**ESSENTIAL AND OTHER IMPORTANT JOB DUTIES****Essential Duties**

Plans, directs, and coordinates work schedules of employees, including reviewing and/or inspecting the work of subordinates; trains and instructs employees. Establishes, implements, and maintains documents in review of departmental procedures; and makes recommendations or decisions that determine, apply to, or affect plans, policies, methods, operations, or regulations. Supervises and coordinates all activities in either the Call Center, Walk-In, Commercial, Billing, Energy Services, Social Media and Quality Control units providing utility and general government customer services that include, establishing or terminating utility services, billing, and collections. Serves as parking ticket hearing officer, acting on independent judgment on ruling if a parking ticket was issued properly. Bills, collects and maintains files for utility diversion and dead meters. Manages the receipt and handling of customer inquiries and complaints regarding utility accounts, as applicable. Interacts and coordinates with other work units as necessary to accomplish unit responsibilities. Assures the proper operation of data tracking and management systems used by the work unit and requires the ability to make accurate, independent judgments which will be in the best interest of the citizens and which will maintain the integrity of the utility billing and collection system. Provides social service contact and coordination of assistance, energy services activities, collections, technical assistance, and maintenance of files. Sets up and maintains all master accounts. Reviews accounts to ascertain those that should be referred to a collection agency. Prepares customer correspondence and maintains records. Manages and conducts periodic review of payment plans, collections, satisfactions, subordinations, and reporting, energy and water/sewer loan applications reviews and approves credit and payment plans. Adjust utility bills when errors are identified, and analyzes utility accounts, approves deposits for customers requesting connection of new services owing delinquent bills that have not been turned over to bad debt. Closes energy and water/sewer loans that entail disbursement of checks, finalizing loan agreements, and providing payment coupon books. Manages indemnity, blanket, and bond equivalent deposit administration. Redeem certificate of deposits and utility bonds used as security and negotiates with insurer for the payment of amount indemnified. Periodically reviews commercial and residential deposits for adequacy, reviews selective commercial accounts for accuracy. Manages customer inquiries regarding unpaid utility bills, miscellaneous accounts receivable, and bad checks. Reviews bad check ledger and performs other work related to subject matter. Analyzes utility account histories for the resolution. Manages the collection process

on delinquent loan payments via the mail, telephone calls, and coordination with City Attorney on processing of judgments on loans in default. Reviews and recommends new programs related to billing and collections for elderly, handicapped, and hardship/low income customers. Reviews and approves subordination of liens as requested by lending institutions. Reports to the Public Service Commission on payment receipts, matured loans, delinquent loans, and action taken on delinquent loans for the zero interest loan guarantee provided by the State of Florida. Manages the activities of an array of services related to gas and retail energy, including the Gas Incentive Program, Key Account Initiatives, Residential Energy Efficiency and the Financial Assistance Programs (loans, grants, rebates). Performs short and long-range program planning to insure that practices and processes are comparable to those of competitors in the general industry, and comport with applicable laws, policies and accepted utility practices. Regularly conducts financial auditing, planning and forecasting to insure financial solvency of assigned programs. Discusses and promotes the City's commercial and residential energy policies and programs to the news media, general public, civic groups, and other governmental organizations, utility end-users, vendors and business partners. Manages the development and implementation of a quality monitoring data management system to record and track performance of call center staff. May oversee the specialized utility service areas interfacing with property management firms, building contractors, and governmental accounts. Manages the activities of the Social Media customer inquiries that come through the feature on the City of Tallahassee Utilities Twitter and/or Facebook page. Supervises and monitors the social media sites to ensure customer satisfaction with timely delivery of responses to customer questions/complaints/inquiries. Posts useful customer-focused content (blogs articles, tutorials, FAQs, etc.) on the City of Tallahassee Utilities sponsored social media sites. Manages and coordinates all activities of the quality assurance and quality control unit that include call monitoring and providing trend data to supervisors and managers. Prepares and provides reports to management as appropriate. Performs related work as required.

#### Other Important Duties

Coordinates the attendance of assigned staff at training and developmental events. Posts or circulates general informational items to keep staff apprised of city-related events and opportunities. May serve as team leader for special projects or ad hoc committees. Counsels and refers customers to appropriate agencies for financial and employment assistance. Serves on an internal social customer care task force or committee dedicated to bettering social service and customer experiences.

#### **DESIRABLE QUALIFICATIONS**

##### Knowledge, Abilities and Skills

Thorough knowledge of modern office procedures, practices, and equipment related to area of responsibility. Thorough knowledge of pertinent laws, ordinances, rules, and departmental policies and procedures as is related to area of responsibility. Considerable knowledge in the application of accounting and financial principles. Considerable knowledge of the principles of automated on-line data processing as related to utility application, billing, collecting, controlling, depositing, and safeguarding procedures involving cash receipts control. Ability to plan, organize, and supervise the work of subordinate personnel. Ability to establish and maintain effective working relationships with subordinates, associates, superiors, and the general public. Ability to communicate effectively and concisely, orally and in writing. Ability to train and motivate employees in the performance of their duties. Ability to exercise independent judgment and solve complex problems in making decisions in accordance with ordinances, rules, regulations, policies, and procedures. Ability to prepare comprehensive reports and to identify trends. Skill in the use of computers and associated applications and programs necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor's degree in accounting, business administration, finance, behavioral science, public administration, public relations, or a related field and three years of experience that includes customer billing, cash receipts and controls, accounting, credit and collections or utility (electric, gas, water, sewer, cable television, or telephone) customer service; or an equivalent combination of training and experience. One year of supervisory experience is required and may be part of any of the aforementioned experience or in any other work area.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Energy Services Unit: Must obtain Residential Conservation Service Auditor Certification within six months of appointment.

Established: 03-31-87

Revised: 01-16-90

03-27-91

10-14-03\*

08-24-09\*

11-02-13