



## Fair Oaks Water District Job Description

### Customer Service Manager

DEPARTMENT: Customer Service  
FLSA STATUS: Exempt  
DIRECTLY REPORTS TO: General Manager  
DIRECTLY SUPERVISES: Customer Service Staff, Field Customer Service Supervisor, Information Technology Technician, Water Efficiency Specialist  
JOB DESCRIPTIONS DATE: January 1, 2018  
ANNUAL SALARY RANGE: \$85,741 - \$115,750  
JOB CLASSIFICATION: Regular Full-Time

#### **GENERAL STATEMENT OF JOB:**

Under direction of the General Manager is responsible for management and supervision of the Conservation, Customer Service, Field Customer Service, and Information Technology functions of the District. Responsible for development and administration of customer service operations and procedures. Responsibilities include scheduling and implementation of district special projects. Informs the General Manager of problems encountered and takes remedial action and any other related duties that may be required.

#### **ESSENTIAL FUNCTIONS:**

*The statements contained herein reflect general details as necessary to describe the principle functions of this job, the level of knowledge, the skills typically required and the scope of responsibility. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.*

1. Supervises the practices and policies of customer service.
2. Leads in the development of the customer service and IT staff; assists in the development of other District staff.
3. Reviews customer complaints, provides appropriate response and approves billing adjustments; seeking input from the General Manager when appropriate.
4. Reviews applications for employment; assists in interviews of prospective employees; makes recommendations on hiring and placement and directs the training of new personnel; prepares daily and/or weekly and long-range schedules for personnel.
5. Responsible for District Security which includes distribution of keys and ID cards, monitoring of alarms systems and other security related duties. Develops an Emergency Response Plan for the District, provides necessary training to the District personnel for emergency response.
6. Performs the duties of Safety Coordinator as described in the District Illness and Injury Prevention Program Handbook; notes safety issues, reports, and regulations to the Operations Manager; promotes District safety and compliance at all times.
7. Attends Board meetings and other meetings as required.
8. Approves time cards, overtime and vacation requests; formally evaluates the work performance of subordinates annually, or more frequently as needed; recommends salary adjustments to the General Manager.
9. Conducts staff meetings and initiates training sessions.

10. Assists the General Manager with long range planning of the District.
11. Assists in the development of an annual budget for the District.
12. Trains and updates management and employees on all new CalOSHA/FED OSHA regulations and procedures.
13. Maintain a high level of confidentiality with discretionary knowledge.
14. May perform duties of the District Human Resource Administrator as required.
15. May perform duties of the District Operations Manager as required.
16. May work overtime as required without additional compensation
17. Adheres to all policies, procedures & standards of FOWD and pertinent federal, state, local laws relating to position functions.

**Other Duties:**

- May perform duties of the District Human Resource Administrator as required.
- May perform duties of the District Operations Manager as required.

**Job Standards/Specifications**

**Knowledge of:**

- Principles and practices of personnel administration.
- Installation, maintenance, repair, and testing of water meters.
- Laws, regulations, and ordinances applicable to water distribution systems.
- District policies and procedures regarding customer service and relations.
- Mathematical principles related to water measurement and distribution systems.
- Principles of work safety.
- Principles of employee training and supervision.
- Knowledge of basic principles used in the design and operations of water systems
- Knowledge of irrigation and conservation practices and technologies.
- Knowledge of general principles, practices and procedures of government/public billing practices
- Knowledge of general principles, practices and procedures of customer service including public outreach

**Ability to:**

- Analyze situations and make sound recommendations in support of District goals.
- Develop and implement policies and procedures relating to District office support functions.
- Organize data, maintain records, and prepare reports.
- Review and comprehend technical financial information.
- Utilize computer systems and software packages.
- Identify and effectively train subordinate staff.

**Typical Physical Activities:**

- Travel regularly by vehicle for District related duties and activities
- Operate a variety of automated office machines.
- Hearing and vision within normal ranges with or without correction.

**Environmental Factors:**

- Work both indoors and outdoors, during all types of weather.

**Desired Qualifications:**

- Minimum of eight years in a leadership role in customer service.
- Proven experience in water system operation and water conservation.
- Human Resources certification.
- Graduate of an accredited four-year college or university.
- California Distribution System Operator IV License.
- Any combination of education, training and experience may qualify if it would provide the skills, knowledge, and abilities to accomplish the job requirements.

**Required Licenses/Certifications:**

- California Distribution Operator Grade III.
- California Water Treatment Plant Operator Grade II.
- Valid California Driver’s License.

*Fair Oaks Water District is an equal opportunity employer and makes employment decisions on the basis of merit. We want to have the best available person in every job. District policy prohibits unlawful discrimination based on race, color, creed, sex, religion, marital status, age, nation origin or ancestry, physical or mental disability, and medical condition including genetic characteristics, sexual orientation, or any other consideration made unlawful by federal, state or local laws. All such discrimination is unlawful. In compliance with the American Disabilities Act, Fair Oaks Water District will provide reasonable accommodations to qualified individuals with disabilities, and encourages both prospective employees and incumbents to discuss potential accommodations.*

I have received, read and understand the above job description.

Name (Please Print)
Signature:
Date:
General Manager (Please Print)
Signature:
Date: