

We are always looking for talented, energetic, and hard-working employees that want to serve their community

Company name: [Capital Region Water](#)

Title of position: Billing and Customer Service Manager

Position type: Full-time

Location: Administrative Offices

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Description of responsibilities:

The Billing and Customer Service Manager oversees all billing and customer service operations, ensuring accuracy, compliance, and continuous process improvement. Core duties include conducting billing analysis, managing data import/export activities, and resolving billing discrepancies. The role directs the call center responsible for billing inquiries, service requests, escalated concerns, and implements operational enhancements to improve service delivery. The manager supervises the Assistant Customer Service Manager, oversees treasury functions, coordinates with banking institutions and third-party billing vendors, and approves customer assistance program applications. The position works closely with the Finance department to reconcile accounts and with the Meter Supervisor to address metering system issues to maintain billing integrity.

Required experience:

7-10 years of experience in finance and operations management, preferably with a utility.

5+ years of experience as a senior manager

Required skills:

- Comprehensive knowledge of utility billing practices and procedures.
- Thorough knowledge of customer service principles and practices.
- Thorough knowledge of accounting principles and practices.
- Thorough knowledge of metering systems.
- Thorough knowledge of management principles and practices.
- Basic knowledge of auditing principles and practices.
- Basic knowledge of water and wastewater services.
- Advanced knowledge of information technology and systems and their practical applications.
- Ability to manage projects and priorities to meet deadlines.
- Ability to advance a customer service mindset.

- Proficient in Microsoft Office Suite, including advanced skills in Outlook, Excel, PowerPoint and SharePoint.

Required Education:

B.S. in Business, Finance, or related field

How to apply: [Careers - Capital Region Water](#)

For information on Capital Region Water, including more information on employee benefits and our company culture, visit our website at [Home - Capital Region Water](#)

*Capital Region Water is an Equal Opportunity Employer, and all qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state or local laws.*

*Capital Region Water actively promotes a diverse and drug-free workplace.*