

ERIE WATER WORKS

Senior Manager, Customer Service and Meters



JOB: Senior Manager, Customer Service and Meters

DEPARTMENT: Customer Service Department, Meter Department

SALARY: \$95,000 - \$105,000

POSITION SUMMARY: The Senior Manager is responsible for providing overall direction, including strategic and tactical leadership, for all Customer Service and Meter Department operations. Responsible for supervising management and collective bargaining agreement staff. The incumbent shall ensure that all services including exceptional customer service, meter reading, installation, repair and replacements, billing, collections, customer notification, service termination and service reinstatement are being provided in a timely and professional manner in accordance with American Water Works Association (AWWA) best practices and standards. Responsible for analyzing trends, forecasting and tracking revenue, calculating rates and managing data and systems associated with EWW's billing, customer service and metering functions.

ESSENTIAL FUNCTIONS:

- Assume full management responsibility for all services to include customer service, utility billing, water meter reading, installation and maintenance, and collections programs.
- Develop, recommend and implement policies, procedures and process improvements to increase efficiency and enhance the use of technology.
- Ensure the effective and efficient use of data systems and technology including EWW's billing and customer information system, meter reading systems and other related platforms.
- Develop and execute short- and long-term strategies and plans related to customer service, metering, billing and collections to enhance the customer's experience with EWW.
- Sets performance standards to meet service goals of the organization. Identify, track and utilize key performance indicators to achieve business goals and objectives, drive continuous improvement, and complete workforce planning.
- Plan, direct and coordinate the Customer Service and Meter Department's work plan. Assign projects and areas of responsibilities. Review and evaluate work methods and procedures. Routinely meet with staff to identify and resolve problems.
- Direct customer care programs to ensure customer satisfaction, collections, meter reading performance and other quality indicators are met.
- Oversee customer issues to ensure effective and long-term problem resolution and that responses are handled in a professional and effective manner.
- Supervise, develop, train, mentor and evaluate personnel at various levels and facilitate interdepartmental teamwork.

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- Establishes effective relationships with other department managers and staff to collaborate on customer service functions, field communication, data tracking, customer notifications, and projects that impact customer service levels and customer satisfaction.
- Performs other duties as assigned.

METERS

- Develop and implement Advanced Metering Infrastructure (AMI) to create a “smart utility” environment. The AMI system will capture, store and provide to EWW at frequent intervals detailed consumption data and other information to support advanced applications. Report on data and functional metrics and utilize analytics to recommend and implement business processes and improvements.
- Ensure programs and processes are developed and utilized to provide for the timely and efficient installation, replacement, repair and testing of meters as recommended by AWWA and PA DEP requirements.
- Assist with the development and implementation of a Water Loss Control and Non-Revenue Water Reduction Plan.

FINANCIAL

- Develop methods to track revenue, report sales, manage meter inventory, and other financial reporting mechanisms.
- Manage contracts and budgets for critical services such as bill printing, online billing and payment processing and automated customer notifications (phone, email, etc.).
- Develop and present the annual Customer Service and Meter Department budgets for approval. Oversee department activities for adherence to budget parameters. Oversee the capital budget for Meter Department programs.
- Ensure appropriate inventory levels are established for supplies and metering equipment.

REGULATORY / SAFETY

- Oversee all functions to ensure compliance with industry standards and all relevant rules and regulations. Resolve violations by the general public, contractors, landlords, etc.
- Ensure that all personnel work in a safe and efficient manner by enforcing safety policies.

QUALIFICATIONS:

- Prefer Bachelor’s degree from accredited college or university in Business, Communications, Accounting or related field.
- Ten years progressive experience with customer service, billing and collections administration with a minimum of ten years’ experience in a supervisory or management capacity.
- Ability to establish and maintain effective work relationships with others.
- Knowledge of principles and practices of personnel supervision and management, and ability to assign, train, supervise and evaluate assigned staff and their work.
- Computer proficiency including Excel, Word, Power Point, Outlook, and financial management and billing software.
- Ability to:
 - Prepare comprehensive reports, including monthly reports focusing on key performance indicators and success metrics recommended by AWWA industry best practices.
 - Establish and maintain effective working relationships with coworkers and external stakeholders such as the general public, customers, landlords and plumbing professionals.
- Excellent writing and presentation skills. High level of verbal aptitude with the ability to effectively communicate.

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- Excellent problem-solving and conflict management skills.

POSITION DIMENSIONS:

Number of Direct Reports: 3

Number of Indirect Reports: 15 – 20

PHYSICAL REQUIREMENTS:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. While performing the duties of this job, the employee is constantly required to sit and talk or hear. The employee must occasionally lift and/or move up to 20 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus. Must possess a valid driver's license.

WORK ENVIRONMENT:

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. This position generally resides in an office environment though routine visits to job sites and customer locations is required to provide direct supervision and to observe the implementation of policies and procedures. The noise level in the work environment is usually quiet and on some occasions loud.

Email resume and cover letter to hr@eriewaterworks.org. Please no phone calls.

THE ERIE WATER WORKS IS AN EQUAL OPPORTUNITY EMPLOYER AND ALL EMPLOYEES SHALL BE TREATED EQUALLY WITH REGARD TO DISCRIMINATION AS TO AGE, SEX, MARITAL STATUS, RACE, COLOR, CREED, NATIONAL ORIGIN, HANDICAP OR POLITICAL AFFILIATION. BIDS FOR JOBS MUST BE IN WRITING ON SPECIAL FORMS PROVIDED BY THE ERIE WATER WORKS AND SIGNED BY THE BIDDING EMPLOYEE WITHIN FIVE (5) WORKING DAYS.