



**Wayne Water Districts
is searching for a
Customer Accounts Manager
to join our team!**

The Customer Accounts Manager leads and directs the billing and collections activities for the District's 23,000 + utility customers. This position supervises a team of 11 staff and is an essential member of the senior management team.

Hiring Range: \$70,646 - \$90,956 depending on experience

FLSA Status: Exempt

Wayne Water Districts offers competitive benefits including:

- Employer Sponsored Health, Dental and Vision
- 401K Match up to 4%
- Participation in the Local Government Retirement System
- Generous Leave Time
- Paid Holidays

The position is open until filled.

For more information, please contact District Manager, Larry Bridges at 919-731-2310 or larry@waynewaterdistricts.com

CUSTOMER ACCOUNTS MANAGER

General Statement of Duties

Performs difficult supervisory and administrative work in support of the customer service functions for the District.

Distinguishing Features of the Class

An employee in this class is responsible for supervising the activities which involve establishing and maintaining customer accounts, billing, revenue collections, and customer services relating to water services. Work includes supervising and participating in loading and downloading meter reading; setting up new customer accounts and closing out customer accounts; preparing billing file; trouble-shooting billing problems; and delinquent revenue collections. Work also includes preparing and evaluating statistical trends, modernizing processes, and training and providing performance development and evaluation of staff. Work involves heavy public contact functions and coordination with other functional areas in the organizational structure. Considerable tact and courtesy are required in these public contact functions. Work is performed under the general supervision and is evaluated through conferences, by review of appropriate records and reports, and the accuracy and thoroughness of assigned responsibilities.

Duties and Responsibilities

Essential Duties and Tasks

Trains, mentors, supervises and coaches customer service and billing staff; performs hiring and on-boarding; conducts performance coaching and evaluation; oversees scheduling and approves leave and time sheets; plans and oversees cross training and assigns staff to train new hires.

Runs daily reports for payments; imports and exports files for customer account adjustments; calculates late fees; builds and sends late fee files to billing and mailing vendor; calculates service fees for addition to accounts; processes lockout list; adds damage, lock removal and other damage fees to accounts.

Maintains up to date rates for accounts.

Reports and issues refunds for meter deposits.

Identifies strategies to maintain a high collection rate; performs delinquent collection strategies including debt setoff entries; collects delinquent accounts including bankruptcy accounts.

Plans and implements new processes, new technology, and reorganization of duties to continually improve customer service and efficiency.

Creates work orders for service connection, disconnection, transfers, taps, temporary and permanent electric connections, and related issues; establishes or updates customer accounts; adjusts or applies deposits.

Answers complaints from citizens, researches problems, and renders decisions or answers to their questions; develops precedent setting approaches with higher level management.

Develops and recommend policies and procedures to provide efficient departmental operation and accountability.

Researches and prepares special reports for management as requested regarding utilities and other issues.

Additional Job Duties

Performs related duties as required.

Recruitment and Selection Guidelines

Knowledges, Skills, and Abilities

Thorough knowledge of District policy and state statutes regarding water billing, collections, rules and regulations, and water maintenance.

Considerable knowledge of paraprofessional accounting principles and practices.

Considerable knowledge of standard operating practices involved in modern office operation and public service.

Considerable knowledge of the application of information technology in a water customer service operation including specialized software applications and use of spreadsheets and data bases.

Considerable knowledge of customer service principles and practices.

Knowledge of supervisory principles and practices including mentoring, training, motivations, communications, team building, coaching and performance evaluation.

Some knowledge of organizational personnel policies, benefits, and laws and regulations related to hiring and supervision.

Skills in customer service excellence, teamwork and collaborative conflict management.

Ability to plan work, motivate and communicate with employees and develop an environment of professionalism and commitment to customer service.

Accuracy in mathematical calculations and data management.

Ability to organize work for efficient processing, set and follow effective work priorities, and meet established deadlines.

Ability to deal effectively with the public in a tactful and effective manner.

Ability to establish and maintain effective working relationships with supervisor, employees, and the general public.

Ability to communicate effectively in oral and written forms.

Ability to create and maintain accurate data gathering and analysis systems and records to provide information for management decision making, trend analysis, and regulatory reporting.

Physical Requirements

Must be able to physically perform the basic life operational functions of reaching, standing, fingering, grasping, talking, hearing, and repetitive motions.

Must be able to perform sedentary work exerting up to 10 pounds of force occasionally, and/or a negligible amount of force frequently or constantly to lift objects.

Must possess the visual acuity to work with data and figures, accounting process, operate a computer, and read extensively,

Desirable Education and Experience

Graduation from a community college with a major in accounting, business administration, office technology, or related field and considerable experience in a water billing and customer service operation involving heavy public contact and use of technology and supervisory experience; or an equivalent combination of education and experience.