



## **Customer Service Manager**

\$73,819 / year or higher DOQ + [Full-Time County Benefits](#).

The James City Service Authority seeks an individual to perform advanced work managing the daily operations of the Customer Services Section of JCSA including supervision of assigned staff.

### **Responsibilities:**

- Provides effective supervision of assigned staff including selection, performance management, employee relations, training, prioritizing and assigning work and related activities.
- Troubleshoots Hampton Roads Utility Billing Service (HRUBS) customer information and meter reading software interface to identify and correct system problems involving billing balances, payment issues, credit transfers, delinquencies and meter reading issues; manages meter replacement project schedule and associated field operations; ensures collection of all connection fees for residential and commercial customers; responsible for accurate accounting practices, revenue receipts, and banking deposits for JCSA and HRSD.
- Develops, maintains and evaluates procedural guidelines for improved efficiency and effectiveness in the areas of billing/collections/cash receipts, service availability determinations, collection of tap fees, service applications, work order processes, automated maintenance management system, dispatch and meter reading.
- Maintains strong working relationships with locality and HRSD employees to facilitate data exchange necessary to bill JCSA water/sewer charges; resolves customer concerns through a variety of methods, effective communication and independent judgment.
- Participates in preparation, implementation, and administration of various software programs and upgrades.
- Serves as JCSA's emergency coordinator during emergency events.
- Performs other duties as assigned.

### **Requirements:**

- Any combination of education and experience equivalent to an Associate's degree in business administration, accounting or related field; and considerable experience in utility billing, computerized account systems and staff supervision.
- Must possess reliable transportation to work site(s).
- Knowledge of principles and processes for providing customer service including setting and meeting quality standards for services, and evaluation of customer satisfaction; leadership techniques, principles and procedures to assign work, schedule, supervise, train and evaluate the work of assigned staff; accounting, bookkeeping, office procedures and customer service functions.
- Skill in use of computer software, including Microsoft Office Suite.
- Ability to communicate effectively, both orally and in writing; establish and maintain effective working relationships with other county employees and the public; maintain complex records, assemble and organize data and prepare reports from such records; exercise independent judgment and initiative and attention to detail in accordance with established policies and procedures.

[Click here](#) for full job description. Accepting applications until **11:59PM EST on February 9, 2024**. Cover letters and resumes may also be attached, but a fully completed application is required in order for your application to be considered.

**Only online applications to our website will be considered. To apply, please visit the James City County Career Center at <https://jobs.jcsava.gov>.**