Phelan Piñon Hills Community Services District
Job Description
JOB TITLE: Customer Service Manager (CSM)

EXEMPT:	Yes	SALARY LEVEL:	40
DEPARTMENT:	Customer Service	APPROVED:	7/21/25
REPORTS TO:	General Manager		

SUMMARY:
Under direction of the General Manager, the Customer Service Manager (CSM) is responsible for managing the District's Customer Service Department, including oversight of account maintenance, payment processing, delinquent account collections, resolution of escalated customer concerns, and related administrative functions. The CSM participates in certain aspects of the utility billing process, develops and implements departmental goals, policies, and procedures; ensures excellent customer service delivery across all channels; and manages the Customer Service Department's budget, staff development, and the preparation of related reports and presentations for District management and Board of Directors, as directed by the General Manager.

DISTINGUISHING CHARACTERISTICS
This is a department head-level position responsible for managing all customer service operations and staff. This position has primary accountability for department performance, oversees the budget specific to the Customer Service Department, directs departmental policy development, and coordinates with other District departments. The CSM serves as the primary point of contact for escalated customer issues, policy interpretation, and communicates findings and recommendations through the General Manager.

SUPERVISION RECEIVED AND EXERCISED
- Direct supervision is received from the General Manager.
- Direct supervision is exercised over all Customer Service Department staff.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Responsibilities and duties may include, but are not limited to, the following)

- Plan, organize, and manage all customer service functions, including account maintenance, payment processing, delinquent account management, and customer communications.
- Participate in specific aspects of the utility billing process, ensuring coordination with Finance and other departments.
- Develop and implement departmental goals, policies, and procedures to improve efficiency, accuracy, and customer satisfaction.
- Select, train, mentor, and evaluate staff; provide coaching, development opportunities, and performance evaluations.

- Develop and oversee the Customer Service Department's annual budget, including forecasting staffing, materials, and technology needs; monitor and approve expenditures specific to the department.
- Analyze and resolve escalated or sensitive customer service issues, including those raised by staff or management; prepare written responses and recommendations as needed for review by the General Manager.
- Ensure accurate processing and reconciliation of payments and delinquency collections in compliance with District policies and regulations.
- Coordinate with other District departments to ensure accuracy and timeliness in customer account management and billing.
- Prepare reports and presentation for the General Manager regarding customer service performance and program updates.
- Monitor trends and best practices in customer service operations and payment processing; recommend and implement improvements.
- Oversee preparation of public-facing materials, including rate and fee notices and customer communications.
- Ensure departmental compliance with applicable local, state, and federal regulations, including water and billing-related rules.
- Attend professional meetings and training to maintain knowledge of trends and innovations in customer service management.
- Perform other duties as assigned.

CERTIFICATES, LICENSES, REGISTRATIONS:

- A valid State of California Distribution Operator Certificate Grade D1, or the ability to obtain certification within one (1) year of appointment.

EDUCATION AND/OR EXPERIENCE:

- Bachelor's degree from an accredited college or university with major coursework in business administration, customer service, office related functions, or a related field.
- Three (3) years of increasingly responsible related experience.
- Experience in customer service functions in a public utility.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

Knowledge of:

- Principles and practices of customer service operations and familiarity with utility billing processes.
- Modern supervisory and leadership practices, including staff training and evaluation.
- Customer service call center and front counter operations.
- District regulations, policies, and procedures related to utility accounts, fees, and billing.
- Basic accounting concepts and payment reconciliation practices.

- Office procedures and software applications, including billing systems, spreadsheets, and databases.
- Pertinent federal, state, and local laws, codes, and regulations.

Skill in:

- Guiding and motivating teams to achieve organizational goals.
- Operating modern office equipment and software relevant to customer service operations.
- Communicating clearly and effectively, both orally and in writing.
- Analyzing data, preparing reports, and presenting findings to management.
- Resolving sensitive and complex customer service issues.

Ability to:

- Understand water distribution and billing procedures.
- Plan, organize, and direct a customer service department.
- Supervise, lead, train, and evaluate office staff.
- Possess organization and time management skills and ability to provide hands-on back-up support to staff.
- Answer customer calls during heavy volume.
- Develop and manage the Customer Service Department's budget and allocate resources effectively.
- Build trust and consensus through open, transparent communication.
- Train, supervise, and evaluate staff to achieve high performance standards.
- Interpret and apply District policies and regulations consistently.
- Establish and maintain effective working relationships with District staff, the public, and outside agencies.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The physical demands and working environment demand described here are representative of those that must be met by an employee to successfully perform the essential functions of this class. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential job functions.

Environment:

Standard office setting; frequent interaction with District staff and the general public.

Physical:

While performing the duties of this class, incumbents require sufficient mobility in an office setting; stand or sit for prolonged periods; regularly required to sit, stand and walk; talk or hear, in person, in meetings, and by telephone; use hands repetitively to finger, handle, feel or operate computers and other standard office equipment; and reach with hands and arms. Specific vision abilities this job requires include close vision and the ability to adjust focus, depth perception, and color vision.

Mental:

While performing the duties of this class, the employee is regularly required to use written and oral communication skills; read and interpret complex data, information, and documents; analyze and solve problems; observe and interpret people and situations; use math and mathematical reasoning; learn and apply new information or skills; perform highly detailed work on multiple, concurrent tasks with constant interruptions; work under intensive and constantly changing deadlines and interact with those encountered in the course of work, some of whom may be demanding, dissatisfied, and or upset.

Vision:
See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

Hearing:
Hear in normal audio range with or without correction.