MAJOR FUNCTION

This is supervisory and administrative work directing the operations of the Contact Center, Walk-In Customer Service locations, Transportation, Commercial Utility Services, Credit and Collections, Utility Billing, Customer Programs, Energy Services, Training and Quality Control units. The incumbent is responsible for overseeing a broad range of customer service and utility-related functions to ensure the effective and timely delivery of services to the citizens of Tallahassee. Responsibilities include directing employees who respond to customer inquiries and complaints through in-person interactions, telephone, city website, mobile applications, and the City of Tallahassee Utilities email system. The incumbent oversees the establishment and termination of utility services; administration of installment payment arrangements, loan payments, and payment plans; collection of delinquent accounts; and the receipt and recording of payments made to the City. Additional responsibilities include oversight of parking ticket inquiries and vehicle impoundments. The incumbent also reviews, approves, and prepares credit arrangements for utility billing and miscellaneous accounts receivable. Personnel responsibilities include maintaining employee records, conducting performance evaluations, recommending merit increases, and making recommendations regarding employee selection, transfer, promotion, discipline, grievance resolution, and discharge.
All duties are performed in accordance with established ordinances, policies, and procedures. Work is performed under the general supervision of a Manager of Customer Operations; however, the incumbent is expected to exercise considerable independent judgment and discretion in managing daily operations and carrying out assigned responsibilities. Performance is evaluated through the review and analysis of reports, direct observation, and the results achieved.

ESSENTIAL AND OTHER IMPORTANT JOB DUTIES

Essential Duties

Plans, directs, coordinates, and supervises the daily activities and operations of assigned work units, which may include the Contact Center, Walk-In Customer Service locations, Transportation, Commercial Utility Services, Credit and Collections, Utility Billing, Customer Programs, Energy Services, Training, and Quality Control units. Ensures the effective delivery of utility and general government customer services through the oversight of assigned personnel, programs, processes, and operational functions.

Develops and coordinates employee work schedules, assigns responsibilities, establishes performance expectations, and reviews the quality, accuracy, and timeliness of work performed by subordinate employees. Provides direction, training, and guidance to staff; evaluates employee performance; and recommends or initiates appropriate personnel actions. Establishes, implements, and maintains departmental procedures and operational guidelines, recommending changes to policies, practices, methods, and processes to improve efficiency, effectiveness, and service delivery.

Oversees the administration of customer inquiries, complaints, and service requests received through various customer service channels, ensuring appropriate resolution and adherence to established policies and procedures. Coordinates with other City departments and work units to address customer concerns, resolve operational issues, and accomplish departmental objectives. Ensures the proper operation and use of data tracking, billing, collection, and management systems and exercises independent judgment in making decisions that protect the interests of citizens and maintain the integrity of the City's utility billing and collection operations.

Provides supervisory oversight of utility billing, payment processing, credit administration, and collection activities, including installment payment arrangements, loan payments, delinquent accounts, miscellaneous accounts receivable, returned checks, and utility deposits. Reviews and approves account adjustments, credit arrangements, payment plans, and other transactions within

established authority. Ensures appropriate review of utility accounts, billing discrepancies, deposit requirements, and delinquent balances prior to the establishment or continuation of service. Oversees the administration of commercial and residential deposits, including indemnity agreements, blanket deposits, bond equivalents, and utility bonds used as security. Ensures appropriate monitoring, reconciliation, and release of financial securities in accordance with established policies and procedures.

Directs and monitors collection activities involving delinquent utility accounts, loans, and miscellaneous receivables. Oversees account reviews, collection agency referrals, payment plan monitoring, reporting, and coordination with the City Attorney's Office regarding judgments and accounts in default. Reviews and approves loan agreements, lien subordinations, deposit adjustments, and other financial arrangements within delegated authority. Ensures the accuracy and integrity of account records, collection documentation, and financial reporting. May serve as a parking ticket hearing officer, exercising independent judgment in determining whether parking citations were properly issued.

Provides oversight of customer assistance and specialized utility programs, including services for elderly, disabled, low-income, and financially distressed customers. Coordinates with social service agencies and other organizations to facilitate appropriate customer assistance. Supervises activities associated with energy and water conservation programs, financial assistance initiatives, and utility loan programs, including the administration of applications, loans, grants, rebates, and other incentives. Ensures appropriate oversight of program agreements, financial transactions, disbursements, and customer records.

Manages and coordinates assigned energy services and customer program initiatives, which may include gas and retail energy services, Gas Incentive Program, Key Account Initiatives, Residential Energy Efficiency, and financial assistance programs. Provides direction for the development, implementation, and evaluation of programs to ensure they remain competitive with industry practices and comply with applicable laws, regulations, City policies, and accepted utility standards. Oversees program financial planning, auditing, forecasting, and performance monitoring to support the long-term financial stability and effectiveness of assigned programs.

Oversees specialized customer service functions involving property management companies, building contractors, governmental accounts, and other key commercial customers. Ensures effective coordination and communication between assigned staff, customers, vendors, business partners, and other City departments. May represent the City in promoting commercial and residential energy policies, programs, and initiatives to the news media, general public, civic organizations, governmental agencies, utility customers, and business partners.

Directs the development, implementation, and maintenance of training, quality assurance, and quality control programs, including systems for monitoring employee performance, evaluating customer interactions, identifying service trends, and measuring operational effectiveness. Ensures that quality monitoring and data management systems provide accurate and meaningful information to supervisors and management. Reviews performance data, identifies opportunities for improvement, and recommends operational or procedural changes to enhance customer service, employee performance, and overall efficiency. Prepares and presents operational reports, performance measures, and recommendations to management as required.

Performs related supervisory and administrative duties as required.

Other Important Duties

Coordinates and oversees employee participation in required training, professional development, and other developmental opportunities. Communicates City-related information, policies, events, and employment opportunities to assigned staff to promote organizational awareness and engagement. May serve as a team leader or departmental representative on special projects, cross-functional initiatives, and ad hoc committees. Ensures customers are appropriately referred to social service agencies and other community resources for financial, employment, and related assistance.

DESIRABLE QUALIFICATIONS

Knowledge, Abilities and Skills

Thorough knowledge of modern office procedures, practices, and equipment related to area of responsibility. Thorough knowledge of pertinent laws, ordinances, rules, and departmental policies and procedures related to area of responsibility. Considerable knowledge in the application of accounting and financial principles. Considerable knowledge of the principles of automated on-line data processing as related to utility application, billing, collecting, controlling, depositing, and safeguarding procedures involving cash receipts. Ability to plan, organize, and supervise the work of subordinate personnel. Ability to establish and maintain effective working relationships with subordinates, associates, superiors, and the general public. Ability to communicate effectively and concisely, orally and in writing. Ability to train and motivate employees in the performance of their duties. Ability to exercise independent judgment and solve complex problems in making decisions in accordance with ordinances, rules, regulations, policies, and procedures. Ability to prepare comprehensive reports and to identify trends. Skill in the use of computers and associated applications and programs necessary for successful job performance.

Minimum Training and Experience

Possession of a bachelor’s degree in accounting, business administration, finance, behavioral science, public administration, public relations, or a related field and three years of experience that includes customer billing, cash receipts and controls, accounting, credit and collections or utility (electric, gas, water, sewer, cable television, or telephone) customer service; or an equivalent combination of training and experience. One year of supervisory experience is required and may be part of any of the aforementioned experience or in any other work area.

Necessary Special Requirements

Must possess a valid Class E State driver's license at the time of appointment.

Individuals in this classification are considered essential during emergencies and storm events. They must be available to work extended shifts (12 hours or longer) for prolonged periods and may need to remain away from their families during the duration of the emergency event.

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