

CUSTOMER & METER SERVICES ADMINISTRATOR

PURPOSE AND NATURE OF WORK

Position is responsible for formulating and implementing procedures and practices in collection of revenues for Lafayette Consolidated Government, delivery of services and billing of such services to the customers of Lafayette Utilities System, as well as recording and interpreting water and electric meter readings. Work requires frequent public contact where interpretations or explanations must be given concerning laws, regulations, and policies governing collection of property taxes, sewer assessments, garbage collection fees, utility bills, security deposits, and meter readings. Position supervises the Customer Services and Meter Services Divisions through the Customer Service Supervisors and Meter Reader Supervisor. Work is performed with considerable independent initiative and judgment under the general supervision of the Customer and Support Services Manager.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Establishes and administers procedures and practices to be used in delivering services to customers and in collecting revenue. Assigns responsibility for collecting certain categories of revenue to Customer Service Supervisors. Provides administrative and supervisory support for the section supervisors. Leads, coaches, and participates in the development of training for utility Customer Service Representatives (CSRs), CS Supervisors, and Meter Readers. Monitors and evaluates the effectiveness of collection and meter reading activities. Coordinates work assignments within the divisions to maintain and improve efficiency of operation and submits reports on the activities of the divisions as required. Handles any difficult complaints or problems which cannot be resolved by subordinates. Interprets or explains laws, regulations, and policies and procedures governing the collection of the various categories of revenue or the reading of meters to the general public and to those individuals with whom problems have arisen. Prepares and analyzes reports and compiles data as needed and as requested by LUS management. Oversees the hiring, evaluation, discipline, and dismissal of employees. Prepares and justifies budget for the divisions. Oversees ordering of supplies, scheduling of maintenance or repairs, and ensuring of security for customer service locations, which may involve working after regular business hours.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of city-parish laws, rules, regulations, and procedures governing the collection of property taxes, sewer assessments, garbage collection fees, utility bills, security deposits, and meter reading.

Considerable knowledge of standard record keeping practices, particularly as applied to revenue collection.

Considerable knowledge of modern office practices, procedures, and equipment.

Considerable knowledge of software applications used for billing of utility services, reading of meters, call center activities, and security for multiple customer service locations.

Ability to formulate, organize, and implement procedures and practices to collect revenue and read meters in a timely and efficient manner.

Ability to create or supervise the preparation of analytical reports.

Ability to establish and maintain effective relationships with other employees and the general public.

Ability to lead, coach, and motivate CSRs and Meter Readers, directly and through effective direction of supervisors.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in business administration, accounting, or related field, and experience in municipal tax administration, water and electric billing, call center operations, collection operations, and administration of meter reading, including supervisory and customer service experience; or an equivalent combination of training and experience.