

CUSTOMER AND SUPPORT SERVICES MANAGER

PURPOSE AND NATURE OF WORK

Position is responsible for all activities of the Utility and Communications Customer Service sections, the Meter Services Division, and the Support Services staff, including analysts for the electric, water, wastewater, and communications businesses. Supervises staff which provide analyses and financial / accounting support to the utility, service / meter reading to the customers, and collect revenue for Lafayette Utilities System, Lafayette Consolidated Government, and Communications System, as well as prepare the rate ordinance, financial and performance analyses and reports, proposed capital and operating budgets, training, public information, and other administrative and support functions.

Incumbent reports to the Departmental Director and has supervisory responsibilities, through subordinate supervisors, for a large staff of analyst, technical, and field positions.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by the incumbent. All duties performed may not be listed.)

Supervises and participates in the preparation and presentation of the departmental annual and revised budgets, monthly and/or special financial statements or analyses, rate and performance analyses, fuel management analyses, and departmental policy and procedure matters.

Attends City/Parish Council meetings and presents budget proposals, projections, and reports of operating and capital expenses. Provides explanations and justifications for proposals.

Manages customer services for all utility as well as Communications services, reviews and approves procedures and practices in providing billing information and customer service to customers. Supervises and participates in the communications business operations, regulatory compliance, and cost / benefit analyses of proposals. Reviews and approves procedures and practices used in collecting revenues. Handles difficult complaints or problems from customers that cannot be resolved by subordinates. Supervises the operation of the Meter Services Division. Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of research methods used to determine utility rates, and preparing a large municipal electric, water and wastewater utility's budget.

Thorough knowledge of accounting and financial analyses and reporting methods in the utility industry and applicable law and regulation affecting these.

Thorough knowledge of utility billing and service policies and procedures, including meter-reading procedures.

Thorough knowledge of methods and materials of operating a video, voice and data communications business, including regulatory compliance requirements.

Ability to develop effective customer service programs and features for an electric, water and wastewater utility.

Ability to form and maintain effective working relationships with employees, agency officials, elected officials, consultants and the general public.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in either an accounting related field or a business related field, supplemented by substantial professional experience in electric, water and waste water utility budgeting, finance, accounting, and rate analyses, including experience in communications business analytics and regulatory compliance, or an equivalent combination of education and experience.