

# Springfield Water and Sewer Commission

## Customer Service Manager

The Springfield Water and Sewer Commission (Commission) is a regional water and sewer authority responsible for providing residential, wholesale, and emergency water and sewer services to a population of 250,000 residents within the southern Pioneer Valley Region of western Massachusetts.

The Commission is seeking an experienced Customer Service Manager to be a part of its core leadership team. Under the direction of the Finance Director, the Customer Service Manager supervises, plans, organizes and coordinates the activities and operations of the Customer Service Division; functions in a working supervisor capacity to perform a variety of general technical accounting duties involving financial transactions, record keeping and customer service; provides direction to the Customer Service Representative (CSR) and Billing Editors in the performance of their duties. This is an exempt position without overtime.

This is an exciting opportunity to provide vision and leadership in the continued development of the organization's programs and strategies. The Commission is a progressive utility offering a competitive compensation and benefits package.

Qualified candidates should demonstrate they have the following experience and qualifications:

- Bachelor's Degree in Accounting, Finance, Public Administration or Business Administration; OR ten (10) years of related experience in Customer Service, of which must have been in a direct supervisory capacity.
- Assists in developing and implementing new billing techniques and systems or in modifying existing methods and procedures.
- Inputs and approves required adjustments to individual accounts and the general ledger.
- Aids independent auditors in performance of annual audit; provides information; answers questions; explains procedures and policies as required.
- Meet with customers to respond to and resolve customer complaints and conflicts; use patience and courtesy in dealing with the public.
- Performs quality control audits in order to insure accuracy of billing records.
- Research and review accounts for accuracy; prepare reports and process orders to discontinue water utility service; compile customer information for vacancies; verify the status of meters; research property ownership.
- Assist and develop payment plans and extensions for customers with delinquent accounts; verify and approve customer account adjustments.
- Implement billing software and software updates; provide training and instruction to staff; test accounts for accuracy; complete forms and performs data entry information into the billing system.
- Works with Information Technology Staff to implement initiatives of the Commission and resolve customer service/IT issues.
- A valid driver's license is required.

Resumes from qualified candidates will be accepted from March 9, 2018 to April 15, 2018. Please submit a cover letter describing your interest and qualifications for the position and a resume highlighting relevant work experience. All materials should be merged into a single pdf document and emailed to [matthew.donnellan@waterandsewer.org](mailto:matthew.donnellan@waterandsewer.org).

**The Springfield Water and Sewer Commission is an AA/EOE.**