



**CITY OF AZUSA**  
invites applications for the position of:

## **Assistant Director of Utilities - Customer Care and Solutions**

**SALARY:** \$4,533.79 - \$5,510.91 Biweekly  
\$9,823.22 - \$11,940.31 Monthly

**OPENING DATE:** 08/22/18

**CLOSING DATE:** 09/28/18 05:30 PM

### **DEFINITION:**

***The first step in the recruitment process is a thorough review of the application package. Candidates who pass the application review will then be invited to continue on in the process. Additional steps in the recruitment process may include an in-basket writing exercise and an oral panel interview.***

Under administrative direction, plans and directs customer care business functions within the Azusa Light and Water Department, including division information systems, utility billing, lobby services to customers, call center, cashiering, electronic payments, banking, revenue record keeping and reporting, collections, and field services and meter reading, as assigned; develops and implements efficiency improvements using technology, and oversees efforts to improve operating practices and procedures and deliver services to customers; administers various vendor contracts and directs division managers and/or supervisors; from time to time may act as the Director of Utilities. See Essential Functions below for further detail.

### **CLASS CHARACTERISTICS**

This single position class reports directly to the Director of Utilities and the incumbent is responsible for assisting with the management of the Department by researching and developing plans and contracts to implement department-wide technology, i.e., Advanced Metering Infrastructure (AMI), and by directing customer care division. Position may participate in cost of service studies, utility rate redesign and implementation, and bond financing as necessary.

### **ESSENTIAL FUNCTIONS:**

The following functions are typical for this classification. Incumbents may not perform all of the listed functions and/or may be required to perform additional or different functions from those set forth below to address changing business needs and practices.

Participates in strategic planning to set goals and objectives for department and develops and under direction implements division goals, objectives, policies, and procedures.

Continuously monitors, analyzes and improves the effectiveness and efficiency of the division's business processes and activities.

Plans and directs customer care division functions including field services, meter reading, call center, the receipt and processing of customer payments by various methods, computerized billing, special billing, customer records, billing and revenue record keeping, and reporting activities.

Ensures the timely and accurate transfer of revenue data to the Department management and City's Finance Department, and responds to City Audits of billing procedures, effective rates, and cash receipts processing.

Ensures that regular reports on electric and water sales and associated revenue reports are timely and accurately prepared.

Prepares the customer care budget; assists in budget implementation; administers the approved budget; monitors expenditures, purchase order limits, and vendor billing.

Oversees payments processing, both electronic and cash, including daily deposits report, to ensure reconciliation with utility billing accounts receivables, and reports same to the Light and Water and Finance Departments to permit reconciliation with bank statements.

Reviews and authorizes unusual and complex billing corrections and adjustments in accordance with Department rules and regulations; as necessary, oversees and negotiates the collection and issuance of final and overdue bills, deposits, charges, and refunds.

Reviews billing procedures and customer service practices to implement utility rate changes, determines effectiveness of operations, and makes necessary changes to provide efficient service to customers.

Evaluates, recommends, oversees, and monitors the implementation of new value-added technology in the areas of meter reading, field services, utility billing and customer services, may administer technical service contracts for advanced metering technology, network services, meter data management system, call management and outage management systems.

Confers with superiors regarding policies and organizational problems that may impede delivery of services; provides assistance to the public and resolves the most difficult customer service complaints.

Participates in the hiring process for new Division employees; develops and establishes work methods and standards; conducts or directs staff training and development; reviews and evaluates employee performance; initiates disciplinary actions.

Collaborates with Department management on operating budget preparation, financial reporting, miscellaneous rate adjustments, cost of service studies, bond financings' and disclosure reporting.

Coaches, manages and supervises direct reports to ensure and/or improve operational performance; reviews and approves leave time and overtime; oversees the preparation of timesheets.

Researches and prepares technical and administrative reports; prepares written correspondence.

Maintains awareness and compliance with laws and regulations affecting customer service.

Represents the department and division to outside agencies and organizations; participates in outside community and professional groups and committees; provides

technical assistance as necessary.

Performs related duties as required.

## **QUALIFICATION GUIDELINES:**

### Education and/or Experience

A bachelor's degree in business administration, accounting, finance, computer science, or closely related field; and six years of increasingly responsible experience in billing and customer service appropriate to the level of this position; including at least two years in a supervisory capacity is required for this position. Master's degree in Business is highly desirable.

### **Knowledge and Skills**

Knowledge of utility customer service functions; budgeting, accounting, and financial management; principles and practices of automating business processes using electronic computer systems and applications; contract administration and computerized billing and record keeping techniques; principles and practices of cost accounting, and office administration; principles and practices of supervision, experienced in word processing and spreadsheet applications; auditing procedures; metering infrastructure; wireless networks and meter data management technologies and applications; utility energy management and conservation programs; pertinent local, State, and Federal rules, regulations, and laws.

Ability to communicate clearly and concisely, both orally and in writing; research and prepare complex reports on a variety of subjects; recognize when to be diplomatic or assertive; deal diplomatically and professionally with a wide variety of individuals and groups; act as an effective conduit between the Utilities Department, other City Departments and existing/potential customers; plan, direct, and coordinate implementation of new business applications and information systems, including enhancements and integration of multiple systems, including meter data management system, customer information system, utility payment systems and applications, call management system, outage management system, and web portals for customers; monitor and evaluate service delivery and program performance according to established goals and objectives; respond to public inquiries, complaints and requests from the community in a tactful and effective manner; formulate strategies and working protocols to represent the City's best economic interest; select, train, supervise and evaluate employees; represent the City in a variety of meetings; make decisions regarding operational and personnel functions; operate programs within allocated resources; respond to emergency and problem situations in an effective manner; understand, explain and apply policies and procedures; analyze unusual situations and resolve them through application of management principles and practices; analyze and interpret financial and accounting records; deal constructively with conflict and develop effective resolutions; prepare financial statements and analysis; develop new policies impacting department operations/procedures; develop systematic educational and promotional programs and develop value added customer services or products.

### **SPECIAL REQUIREMENTS**

Possession of and ability to maintain a valid Class C California Driver's License and a satisfactory driving record.

## **PHYSICAL, MENTAL, ENVIRONMENTAL CONDITIONS:**

### **Environmental Conditions**

Work is performed primarily in a standard office setting; incumbents may be required to work extended hours including evenings and weekends from time-to-time.

**Physical Conditions**

Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

---

APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.azusaca.gov>

Position #18-02  
ASSISTANT DIRECTOR OF UTILITIES - CUSTOMER CARE AND  
SOLUTIONS  
KK

213 E. Foothill Blvd.  
Azusa, CA 91702  
626-812-5027  
626-812-5241

[hrapps@azusaca.gov](mailto:hrapps@azusaca.gov)

---

**Assistant Director of Utilities - Customer Care and Solutions Supplemental Questionnaire**

- \* 1. Do you have possession of or the ability to obtain a valid Class C California Drivers License?
  - Yes
  - No
  - I have a current and valid drivers license from another state.
- \* 2. Please select the highest level of education you have:
  - Master's Degree
  - Bachelor's Degree
  - Associate's Degree
  - Some College or Certificate(s)
  - High School Diploma or equivalent
  - I do not have education equivalent to the 12th grade.
- \* 3. Please select the field in which you were awarded your degree:
  - Business Administration
  - Accounting
  - Finance
  - Computer Science
  - Other Field
  - I do not have a degree.
- 4. If you selected "other field" for your degree, please indicate the field below:
- \* 5. Please select your years of increasingly responsible experience in billing and customer service.
  - 6 or more years of experience.
  - 5-6 years of experience.
  - 4-5 years of experience.
  - 3-4 years of experience.
  - 2-3 years of experience.
  - 1-2 years of experience.
  - Less than 1 year of experience.
  - I do not have experience in this area.

- \* 6. Please select the choice that best represents your years of supervisory experience.
  - 2 or more years of experience.
  - 1-2 years of experience.
  - Less than 1 year of experience.
  - I do not have supervisory experience.
- \* 7. Please describe your experience and competencies in utility customer care management, including the products represented, the functions managed, and the number of customers serviced.
- \* 8. Please describe your experience and competencies in call center, walk-in counter, and cashiering operations, including the key performance indicators monitored and benchmarked.
- \* 9. Please describe your experience and competencies in managing business information systems, including but not limited to customer database management and billing, automated metering infrastructure, meter data management, and credit and collection operations.
- \* 10. Please describe your administrative and analytical experience, including managing staff, evaluating alternative solutions, and developing and controlling budgets.
- \* 11. Please describe your experience and competencies communicating (verbal and written) with senior management and governing boards to gain support for your programs and projects.
  
- \* Required Question