

***Seeks candidates for***

***Customer Services Manager***

***About Us…***

The Sacramento Suburban Water District (SSWD), located in Sacramento, California, is a publicly owned and operated water utility formed in 2002 resulting from the merger of two agencies. SSWD provides water to its customers from 72 operational groundwater wells. In addition, SSWD has contractual rights to 26,064 acre-feet from the City of Sacramento water entitlement; and a contract to purchase up to 29,000 acre-feet of surface water per year from Placer County Water Agency. SSWD is governed by a five-member Board of Directors.

***The Position…***

The Customer Services Manager plans, organizes, manages, directs, and supervises customer service staff and administrative operations, including billing and collections, community outreach, and other administrative and customer service functions of the District. Duties include:

* Administering the District’s Customer Information System to ensure billing functions are working properly and customers are billed accurately.
* Participating in District financial management and reporting functions and ensuring accuracy and compliance with District policies and procedures.
* Working with Finance Department to ensure accurate postings of customer payments.
* Responding to customer issues and directing the activities of customer services staff in the development and maintenance of an effective relationship with customers.
* Managing the monthly billing procedures and delinquent bill procedures within District regulations; negotiating the collection of final and overdue bills within District regulations.

***The Ideal Candidate…***

The Customer Services Manager will possess knowledge of principles and practices of effective administration of support functions; methods of records management systems; principles and practices of financial reporting and the ability to organize and direct customer service and administrative operations.

***Qualified candidates will have…***

Education: Bachelor’s Degree from an accredited college or university with major course work in accounting, business, public administration, or a closely related field. OR, Two years of qualifying experience (in addition to the experience already required) AND an Associate of Arts degree in accounting, business, public administration, or a closely related field may substitute for the Bachelor's Degree.

Experience: Four (4) years of experience performing business or customer service orientated functions, including dealing with the public, interpreting and enforcing complex regulations, and policies to resolve customer complaints, including two (2) years in a supervisory or lead capacity.

License: Valid Driver’s License issued by the California Department of Motor Vehicles and proof of good driving record as evidenced by the absence of multiple or serious traffic violations or accidents for at least two (2) years duration. The driving record will not contribute to an increase in SSWD’s automobile rates. Individuals who do not meet this requirement due to a physical disability will be considered for accommodation on a case-by-case basis.

***Compensation and Benefits…***

The annual salary range is $81,656 - $116,652 DOE plus a competitive benefits package including CalPERS retirement (2% @ 55 for Classic tier and 2% @ 62 under 2013 PEPRA) and employer-paid medical, dental, vision and life insurance; voluntary deferred compensation and flexible benefit plans; educational reimbursement program; and paid vacation, and holidays.

***Application and Selection Process…***

To be considered for the position, candidates should submit an SSWD application, detailed resume, cover letter, and three professional references By

March 18, 2019 to:

For the complete job description and SSWD application, visit: <http://www.sswd.org/departments/human-resources/employment-opportunities>