

WALNUT VALLEY WATER DISTRICT

271 So. Brea Canyon Road, Walnut, CA 91789



EMPLOYMENT OPPORTUNITY FINANCE SUPERVISOR (Customer Service)

SALARY RANGE: \$5,221 - \$8,124 per month

DEFINITION: Mid-Management "at-will" position.

Under administrative direction of the Director of Finance: to plan, organize, and manage the work of District personnel assigned to Customer Service; supervise activities involving customer payments, billing, service orders and collections; respond to and resolve complex customer problems; supervise the maintenance of appropriate records concerning customer accounts; troubleshoot utility billing software issues and oversee periodic software updates; assist with budget preparation; may serve as District Appeals Officer; and to perform related work as required.

DUTIES MAY INCLUDE, BUT ARE NOT LIMITED TO, THE FOLLOWING:

- Plans, organizes, supervises and evaluates the work performance of assigned staff, regularly monitors performance and provides coaching for performance improvement and development. Coordinate training of assigned staff.
- Assists in developing, implementing and evaluating plans, work processes, systems and procedures to achieve established goals, objectives and work standards.
- Manage the District's utility billing software, troubleshooting problems and planning and testing software updates.
- Oversees and monitors all customer service activities to ensure they are handled in a professional, courteous and efficient manner.
- Handles conflicts involving upset or dissatisfied customers requiring a higher degree of sensitivity and independent judgment and takes action to resolve problems.
- Oversees and supervises the billing activities ensuring they are completed accurately and in a timely manner.
- Receives and responds to inquiries, complaints, and service requests and/or directs them to the proper personnel or departments for resolution.
- Manages District collection activities related to customers.
- Establishes and maintains internal control policies and procedures to ensure accounting standards are met.
- Monitors progress or status of assigned projects and tasks to ensure productivity and quality of performance.
- Initiates procedural changes, proposes policy changes, and submits reports on customer service data and special projects.

QUALIFICATIONS:

Desirable Education and Experience: Any combination of education and experience, which would likely provide the necessary knowledge and abilities, is qualifying. A typical way to obtain the knowledge and abilities would be:

Bachelor's Degree in Public Administration, Public Relations, Business Administration, Accounting, and Finance or other closely related field.

Five (5) years of increasingly responsible customer service, billing, and collections experience (at least two years at the supervisory level). Experience in customer service or billing functions in a government or public utility is desirable.

Special Requirements: Valid California Driver's License – Class "C". Must maintain satisfactory DMV record and ability to maintain insurability.

EMPLOYEE BENEFITS:

- Health Insurance – the District offers medical, dental, and vision insurance to all full-time employees
- Employee Assistance Program
- Vacation – 10 days after one full year of service, then increasing according to years of service
- Sick Leave – 12 paid sick days per year
- Holidays – 13 paid holidays per year
- Tuition Reimbursement Program
- PERS Retirement – 2.0% @ 55
- Life Insurance
- Short-term and Long-term Disability Insurance
- Deferred Compensation Program
- Credit Union Membership

APPLICATION PROCEDURE: Interested applicants **MUST** complete a Walnut Valley Water District application form. Application packets may be obtained by contacting Human Resources at (909) 595-1268, ext. 212, or visit the District website at www.wvwd.com and download a copy of the District application form, complete and submit by mail or in person to: Walnut Valley Water District, Human Resources Dept., 271 S. Brea Canyon Road, Walnut, CA 91789. **FAXED** or **EMAILED** applications will not be considered. Resumes will not be accepted in lieu of a completed District application. Pre-employment physical required.

FILING DEADLINE: 5:00 PM, Friday, March 25, 2011

EQUAL OPPORTUNITY EMPLOYER: The Walnut Valley Water District is an equal opportunity employer. The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. Upon selection, the District will require a current California drivers' license, and documentation of the legal right to work in the United States as required by the Immigration Reform and Control Act.

ACCOMMODATIONS: Disabled individuals requiring assistance in the hiring process should contact the Human Resources Department.

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