



City of Kansas City, Missouri Job Class Specification

Job Title:	MANAGER OF CONSUMER SERVICES	Department:	WATER
Job Code:	1158	Status:	EXEMPT
		Grade:	EX-3

Summary This is highly responsible administrative work in directing consumer service activities in the Water Department.

Work involves responsibility for planning, organizing, staffing, directing, and coordinating the activities of subordinate employees engaged in reading water meters, investigating customer complaints, and billing, collecting, and accounting for individual customer account transactions. Work assignments are received in general form, indicating results desired and questions relating to major objectives and priority of work are discussed with the department head. Work is performed with considerable latitude for independent judgment within policy limits established by the department head and is reviewed through periodic conferences, study of administrative and financial reports, observation, and evaluation of results accomplished.

**Duties and
Responsibilities**

- Plans, organizes, staffs, and directs through several subordinate supervisors the reading of water meters, the billing, collection, and accounting for service fees and charges, and the investigation of customer complaints regarding utility services; assists supervisors in planning work of their assigned section and shifting personnel as necessary to assure that all phases of divisional activities are accomplished efficiently and on schedule.
- Hears, analyzes, or investigates and resolves customer complaints with respect to high or inaccurate water and sewer bills; resolves inquiries or complaints with regard to water and sewer fee schedules and billing dates; performs other customer complaint and public relations activities in person, by telephone, and by correspondence.
- Formulates and recommends major changes in the accounting system policy or in administrative procedures to improve the efficiency and effectiveness of assigned divisional programs.
- Reviews water and sewer ordinances; develops proposed changes or modifications in existing ordinances.
- Prepares preliminary budget estimates; reviews budget data and prepares justification reports; directs the preparation of requisitions for personnel, supplies, equipment, and other related expenditures; controls expenditures as designated by an adopted budget.
- Directs and supervises a system for the maintenance of individual account balances for all customers reflecting deposit, billing, and collection transactions.
- Performs related duties as required.

Technical Skills

Thorough knowledge of:

Accounting theories, principles, and practices with emphasis on their application to electronic data processing of utility customer billing, accounting, and revenue collection operations.

Municipal or utility accounting and finance principles and practices.

Considerable knowledge of:

Modern office management, principles, practices, and equipment.

Common laws, regulations, procedures, and processes governing the receipt, custody, and expenditure of public funds.

Ability to:

Analyze billing, collection, and accounting systems with respect to developing recommendations for system modifications and improvements which will increase efficiency.

Plan, organize, and supervise the work of assigned subordinates in a manner conducive to full performance and high morale.

Prepare meaningful and informative special and regular financial and statistical reports.

Establish and maintain effective working relationships with municipal officials, employees, business proprietors, and the general public under circumstances frequently requiring discretion and the utmost tact.

Education and Experience

Accredited bachelor's degree and three (3) years of professional experience in a call center environment with at least two (2) years at the level of call center team lead or supervisor.

OR

High school graduation and seven (7) years of professional experience in a call center environment with at least three (3) years at the level of call center team lead or supervisor.

**Certificates/
Licenses/
Special
Requirements
Supervisory
Responsibility**

Supervision is exercised over a large number of clerical, technical and administrative personnel through subordinate personnel.

Must pass a background check as prescribed by the City.

**Supervision
Received**

Work is performed under general administrative supervision.

Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. Reasonable accommodation will be provided to qualified individuals with disabilities. The City of Kansas City has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.

**Created
Revised**

4/73

9/06, 8/2022, 10/2023