

<b>MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION:</b> Rev. 08/06/09	<b>CLASS TITLE:</b> CUSTOMER SERVICE BUSINESS MANAGER	<b>CODE:</b> 54555
	<b>MAJOR AGENCIES:</b> B C C (WATER SERVICES DEPARTMENT – ONLY)	<b>PAGE</b> <u>1</u> <b>OF</b> <u>2</u>

**CLASS CONCEPT:** Management level in customer service and revenue operations under general managerial direction of Support Services Manager requiring thorough knowledge of customer service practices, business concepts, accounting procedures and collection systems in order to plan, supervise, direct and coordinate activities of subordinate supervisory personnel and other staff in duties of cashiering, customer contact, billing, collections. Monitor, report and strategize long-range plans for revenue sources. Perform duties as outlined in rank 1 job duties 50% of the time and also must perform rank 2 job duties.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	<p>Plans, organizes and directs activities of multiple-function customer service operation including call center, collections, billing and cashiering; monitors and reports on revenues; develops long-range plans for revenue collection improvement; coordinates activities with other departments and groups such as Financial Services, Meter Services, City of Dayton and other municipal governments. Prepares documents including financial, monthly, trend reports, correspondence or other documents; designs and runs queries; utilizes spreadsheet, word processing or database software. Reviews water and sewer billing rules and regulations; develops proposed changes or modifications of existing regulations; interprets ORC, collections laws, and other policies and procedures. Assists supervisors in planning work schedules and managing personnel issues to assure group activities are accomplished efficiently and on schedule. Envisions process improvements and directs implementation of program changes due to increased level of service and/or revised departmental requirements. Directs customer service group in implementing county and department policies, objectives and priorities; establishes, implements and maintains group objectives, goals and work plans. Prepares the annual budget, approves purchases of supplies, equipment and related expenditure outlays, controls expenditures per adopted budget; monitors billings for (Performs Related Duties As Required)</p>	<p><b>Knowledge of:</b> 1(budgeting), 4(accounting-billing collection), 5 (management), 6(labor relations), 7 (manpower planning), 8a(employee training and development), 9b(supervision--direct), 10(safety practices)*, 11a(public relations), 11b(human relations), 13a(office practices and procedures)*, 14(government structure and process)*, 15(counseling), 16 (interviewing), 17(business), 23(law-ORC*); <b>Skill in:</b> 29(equipment operation – PC); <b>Ability to:</b> 30k(understand practical field of study (e.g., system of accounting procedures related to billing and collection)), 30r (deal with many variables and determine specific action (e.g., research, production), 31e(calculate fractions, decimals and percentages), 32k (complete routine forms), 32l (maintain accurate records), 32p(interview job applicants effectively), 32r(prepare meaningful, concise and accurate reports), 32t(use proper research methods in gathering data), 34e(establish friendly atmosphere as supervisor of work unit), 34g(establish friendly atmosphere as division or large section chief), 34i (resolve complaints from angry citizens and government officials).</p> <p>(*Developed After Employment)</p>

<b>UNUSUAL WORKING CONDITIONS:</b>	<b>MINIMUM CLASS REQUIREMENTS: (Including License, If Any)</b> Completion of undergraduate major program course work in Business Administration or related field and 5 years related experience in a service-oriented billing and revenue operation including 3 years supervisory or 2 years management experience in a service-oriented billing and revenue operation. – <b>OR alternative, equivalent evidence of the Minimum Class Requirements.</b> (other evidences may be substituted).	<b>TRAINING &amp; DEVELOPMENT:</b>
------------------------------------	--	------------------------------------

<b>MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION:</b> Rev. 08/06/09	<b>CLASS TITLE:</b> CUSTOMER SERVICE BUSINESS MANAGER	<b>CODE:</b> 54555
	<b>MAJOR AGENCIES:</b> B C C (WATER SERVICES DEPARTMENT – ONLY)	<b>PAGE</b> <u>2</u> <b>OF</b> <u>2</u>

**CLASS CONCEPT:**

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
2	<p>purchased services and issues billings for services; negotiates billing contracts; resolves problems in contract administration. Negotiates, coordinates and communicates with various software service providers. Supervises and provides leadership to customer services supervisors and staff including directing work, discipline, work plans, problem identification and resolution. Directly works with collection employees to develop strategies and monitor success. Implement strategies that will foster teamwork.</p> <p>Fosters customer-oriented proactive working environment and negotiates resolution of customer problems; hears, analyzes, investigates and resolves specific customer complaints and delinquencies; coordinates and attends hearings with the appeals board and customers regarding disputed billings; resolves BCC referred customer issues; performs variety of customer complaints and/or public relations activities in person, on the telephone or by correspondence/spreadsheet.</p> <p>(Performs Related Duties As Required)</p>	<p>(*Developed After Employment)</p>

<b>UNUSUAL WORKING CONDITIONS:</b>	<b>MINIMUM CLASS REQUIREMENTS: (Including License, If Any)</b>	<b>TRAINING &amp; DEVELOPMENT:</b>
------------------------------------	--	------------------------------------