

# Staff Report

for the Board of Directors' Meeting of February 8, 2017

**TO:** Board of Directors

**FROM:** Chip Close, Water Operations Manager

**DATE:** January 30, 2017

**SUBJECT:** Customer Account Administrator Position Modifications

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## *OPERATIONS*

### **RECOMMENDATION:**

Approve modifications to the Customer Account Administrator position and the corresponding title change as recommended by the Administrative Practices Committee.

### **BACKGROUND:**

The recent reorganization of Customer Service and Cashiering into the Operations Department was completed in an effort to consolidate and find additional efficiencies. The creation of a Dispatcher position was the first step towards these goals. The next proposed modification includes an addition to the Customer Account Administrator position.

The reorganization allows for customer service functions previously housed in other Operations divisions to be relocated to Customer Service. More specifically, the Business Services Technician and the Water Efficiency Technician positions both perform functions of customer service and would be a better fit under the supervision of the Customer Account Administrator.

The Business Services Technician position was initially developed in the Operations Department and is under the direct supervision of the Water Operations Manager. This position is integral in providing customer service functions to businesses, developers, agencies, community groups, and the general public. Relocating this position under direct supervision of the Customer Account Administrator will better align all customer service functions under one supervisor.

Likewise, the Water Efficiency Technician position is housed within the Operations Water Resources Division and was created to fulfill the needs of conservation

compliance regulation. During the recent drought, the Water Efficiency Technician worked hand in hand with Customer Service and the meter reading crew to communicate the Districts conservation messaging and to investigate and follow-up on water waste reporting. Transferring this position under the supervision of the Customer Account Administrator would allow the Water Efficiency Technician to coordinate and make full utilization of the meter readers. In addition the Water Efficiency Technician will need to work with Customer Service to classify each new treated water account to comply with coming conservation regulations.

Lastly, the proposed additional duties support a change of title from Customer Account Administrator to Customer Service Administrator as the position is responsible for much more than just oversight of customer accounts. The proposed title better aligns with the industry standard for the duties listed in the proposed job description.

**BUDGETARY IMPACT:**

The proposed modifications warrant an adjustment of pay to the Customer Service Administrator position as outlined below:

	Hourly Rate	Annual Salary
Current pay scale:	B44 \$31.63 – \$38.45	\$65,790.40 – \$79,976.00
Proposed pay scale	B77 \$37.30 – \$45.29	\$77,584.00 – \$94,203.20

The annual net increase of \$11,440 to \$13,811 (depending on step) would place the Customer Service Administrator in line with the current operations department superintendents. These positions have a comparable level of responsibility. In addition, the proposed pay scale and responsibilities compares similarly with neighboring water agencies as shown below.

Organization	Position	Low	High
MID (Modesto)	<u>Customer Services Manager</u>	\$ 105,643.20	\$ 135,220.00
SJWD (San Juan)	<u>Customer Service Manager</u>	\$ 103,029.00	\$ 123,618.00
PCWA	<u>Customer Services Supervisor</u>	\$ 57,214.56	\$ 73,022.00
MID (Merced)	<u>Customer Service Supervisor</u>	\$ 55,659.00	\$ 84,489.00
El Dorado ID	<u>Customer Service Manager</u>	\$ 93,371.20	\$ 113,484.00

The increased salary expense to the District would be greatly offset by the \$10,587 savings realized by the elimination of an Operations Technician position and creation of the Dispatch position.

Attachments (2):

- Proposed Job Description
- Org Charts

## NEVADA IRRIGATION DISTRICT

### CUSTOMER ~~ACCOUNT SERVICE~~ ADMINISTRATOR

Range ~~B44 B77~~ – BOD ~~10/10/12~~

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### DEFINITION

To plan, organize, direct and supervise staff responsible for customer services activities, including; billing, accounts receivable, meter reading, ~~and~~ cashiering, water efficiency, business services, and state mandated constructed conveyance operations—programs within the ~~Finance—Operations~~ Department; and to perform a variety of technical tasks relative to assigned area of responsibility.

#### SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the ~~Finance—Water Operations~~ Manager.

Exercises direct supervision over assigned technical and administrative support personnel.

#### ESSENTIAL FUNCTION STATEMENTS

*Essential and other important responsibilities and duties may include, but are not limited to, the following:*

##### Essential Functions:

1. ~~Recommend—Develop~~ and ~~assist in the implementation~~ implement divisional ~~of~~ goals and objectives; establish schedules and methods for billing, accounts receivable, meter reading, and cashiering, water efficiency, and business services functions; implement policies and procedures.
2. Plan, prioritize, assign, supervise and review the work of staff involved in billing, accounts receivables, meter reading, ~~and~~ cashiering, water efficiency, and business services. ~~functions.~~
3. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.
4. Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for equipment, materials and supplies; monitor and control expenditures, and administer the approved budget.
5. Recommend the appointment of personnel ~~Participate in the selection of staff~~; provide or coordinate staff training; ~~work with employees to correct deficiencies~~; conduct performance evaluations; implement discipline procedures as required to maintain discipline and high standards necessary for the efficient and professional operations of the division.

## NEVADA IRRIGATION DISTRICT

### Customer Account Administrator

6. Participate on the Water Rates Committee; assist in development and analysis of water rate structure; prepare and analyze spreadsheets to determine rate increase and billing.

#### Essential Functions: (Continued)

7. File liens; apply and remove penalties and service call fees; calculate and apply water rate adjustments; review and authorize payment agreements for delinquent and miscellaneous accounts.
8. Research, analyze and supervise the implementation and testing of new technology in the cashiering, customer service ~~and~~-meter reading, water efficiency, and business services areas including data input control procedures and data processing instructions.
9. Prepare water revenue estimates, year-end water sales accruals, reports and schedules.
10. Supervise and reconcile the preparation of account receivable schedules and related journals entries.
11. Research, determine and verify property ownership and location; ~~perform credit checks on District customers~~; verify available treated water; calculate and verify various fees.
12. Track and transfer delinquent water tolls to property taxes and refund overpayments and adjustments.
13. Coordinate billing, accounts receivable, meter reading, ~~and~~-cashiering, water efficiency and business services activities with other departments and outside agencies.
14. Research, interpret, and explain pertinent local, State, and Federal laws and regulations, and District policies and procedures.
15. Maintain and assign customer service requests; assists customers with the more complex or unique issues.
16. Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints.
17. Build and maintain positive working relationships with co-workers, other District employees and the public using principles of good customer service.
18. Perform related duties as assigned.

## QUALIFICATIONS

### Knowledge of:

## NEVADA IRRIGATION DISTRICT

### Customer Account Administrator

Operational characteristics, services, and activities of billing, accounts receivable, meter reading, and an effective customer service program.

Principles and practices of utility billing, collections and metering operations

Principles and methods related to water efficiency

Principles and practices of basic accounting.

Principles and practices of financial record keeping and reporting.

Equipment, tools technology, and materials used in meter reading.

Principles and practices of effective customer service including techniques for interacting with irate customers over the telephone and/or face-to-face.

Modern office equipment including use of applicable computer applications.

Principles and practices of supervision, training and performance evaluations.

Principles and practices of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

#### Ability to:

Organize, implement and direct staff involved with customer service operations/activities.

Assist in developing cost structures.

Interpret and explain pertinent Federal, State, local rules and regulations, and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Operate and use modern office equipment including a computer and applicable software.

Develop and recommend policies and procedures related to assigned operations.

Establish and maintain effective working relationships with those contacted in the course of work.

Communicate clearly and concisely, both orally and in writing.

Supervise, train, motivate, coach and evaluate assigned staff.

#### Responsibility to:

Report any safety risks or hazards to management personnel.

Report to management personnel any work assignment that you feel would require you to perform the work in an unsafe manner.

#### Responsibility to ensure that all personnel under your supervision are:

Obeying and promoting safe work practices.

Properly trained in safe work practices and procedures.

Utilizing proper protective equipment.

Operating equipment properly.

Acknowledging the use of safeguards by other employees.

Reporting any removal, displacement, damage, destruction, or tampering of safety devices, safeguards, notices or warnings.

Following OSHA regulations. (OSHA requires that those in supervisory positions ensure subordinate personnel adhere to the appropriate safety procedures in performing all duties.

## NEVADA IRRIGATION DISTRICT

Customer Account Administrator

Failure to provide proper supervision may result in civil and/or criminal sanctions for the District and the supervisor).

### **EXPERIENCE AND EDUCATION GUIDELINES**

*Any combination of experience and education that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

#### Experience:

Three years of increasingly responsible experience in billing, accounts receivable, meter reading and customer service; including one year providing technical and functional supervision over assigned personnel.

#### Education:

Equivalent to a Bachelor's degree from an accredited college or university with major course work in business administration, public administration, accounting, or a related field.

#### License and Certificate:

Possession of, or ability to obtain, a valid California driver's license.

Possession and maintenance of a valid AWWA Water Conservation Practitioner Level 1 certificate or equivalent is desirable.

### **WORKING CONDITIONS**

#### Environmental Conditions:

Work is normally performed in a temperature controlled office environment subject to typical office noise.

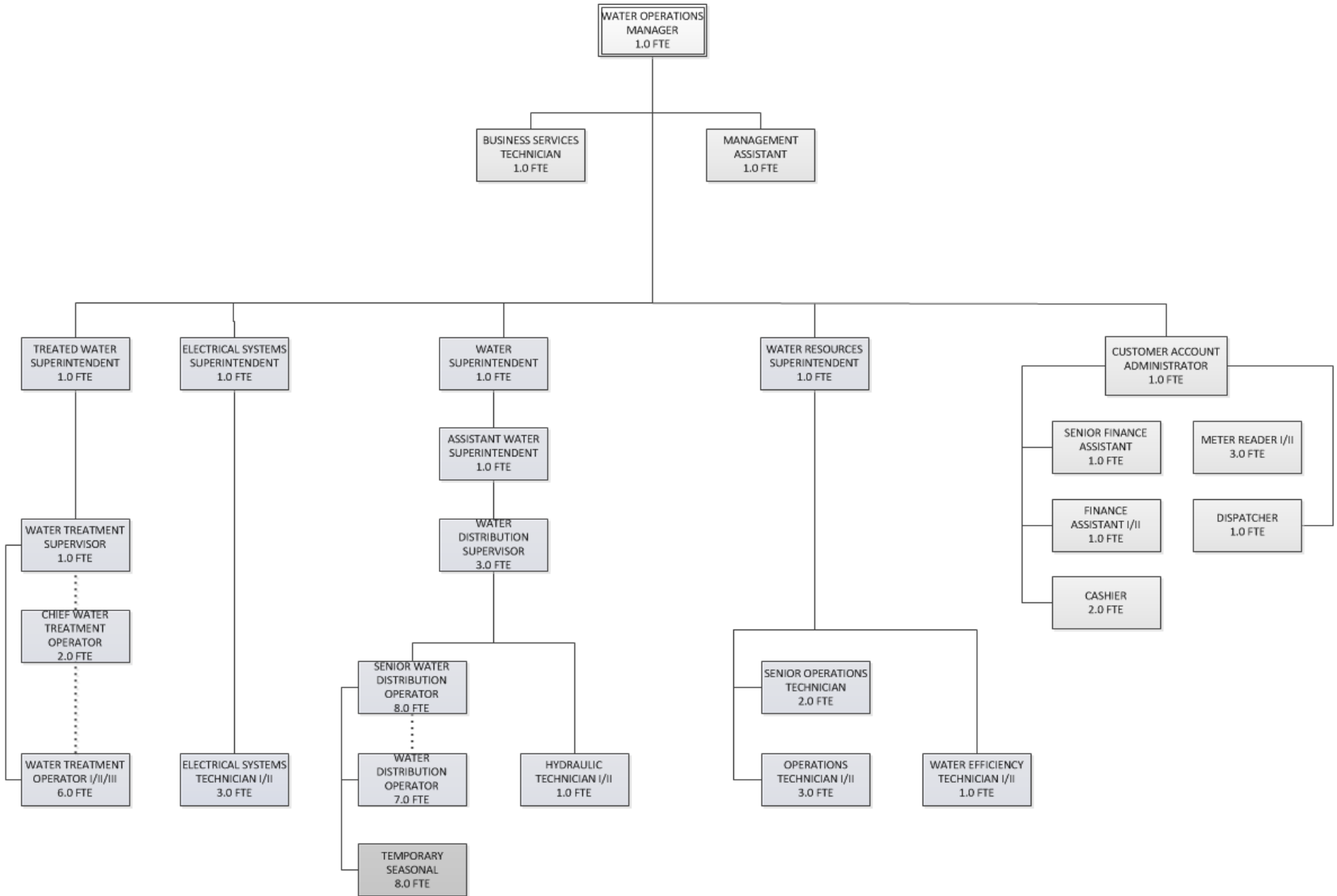
#### Physical Conditions:

Essential functions may require maintaining physical condition necessary to sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, write or use a keyboard to communicate through written means; and lift or carry weight of 25 pounds or less.

#### Mental Conditions:

Essential functions may require maintaining mental condition necessary to know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures; observe performance and evaluate staff; handle conflict.

# Current Operations Organization Chart



WATER TREATMENT

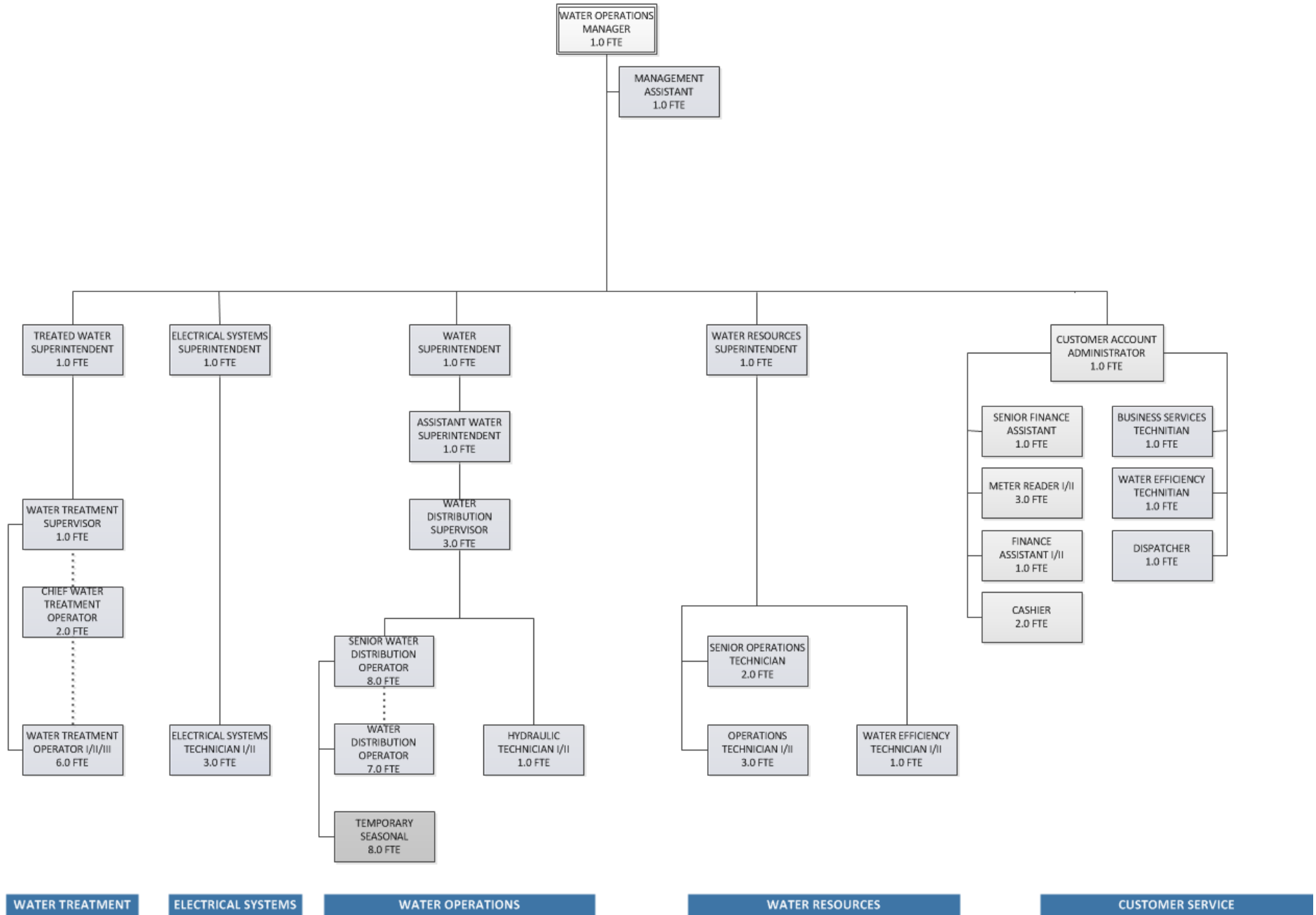
ELECTRICAL SYSTEMS

WATER OPERATIONS

WATER RESOURCES

CUSTOMER SERVICE

# Proposed Operations Organization Chart



WATER TREATMENT

ELECTRICAL SYSTEMS

WATER OPERATIONS

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