



## **HARPETH VALLEY UTILITIES DISTRICT**

Harpeth Valley Utilities District (HVUD) has an exciting opportunity for an experienced **Customer Service Manager** within the water and wastewater industry. Reporting directly to the Fiscal Officer, this position is responsible for overseeing the day-to-day customer service and billing activities of HVUD.

Harpeth Valley Utilities District is a water and wastewater utility in Nashville Davidson County, Tennessee that provides clean drinking water and waste-water service to approximately 19,000 direct customers. In total HVUD provides water to 250,000 people in Davidson and Williamson counties.

### **Education, Work Experience, and Qualifications**

- Education: Bachelor's degree from an accredited college or university with major course work in accounting, business management, finance, public administration, public relations or related fields preferred.
- Experience: Five (5) years of increasingly responsible experience in customer service, billing, and cash accounting including two (2) years of supervisory and administrative responsibilities at a government or public utility.
- Qualifications: Strong communication, ability to lead and handle sensitive information; good organizational skills, detail oriented; capacity to problem solve.

### **Job Details**

- Full time, exempt position Monday – Friday; 8a – 5p.
- Onsite office setting.
- Salary range = \$96k - \$113k.
- Benefits include medical, dental, vision, defined benefit pension plan, short- and long-term disability, life insurance, employee assistance program, paid vacation, sick time, and holidays.

### **Essential Duties and Responsibilities**

- Plans, prioritizes, assigns, manages, supervises, reviews, and participates in the work of staff responsible for assigned Customer Service Department services and functions; ensures work quality of staff and adherence to HVUD policies and procedures and that of regulatory agencies.

- Oversees addition of new accounts, customer billing, payment processing, and debt collections; intervenes in and resolves customer issues and concerns following established policies.
- Establishes staffing schedules and resources to meet the demands of assigned tasks and customer demands, coordinates activities with other employees, departments, and outside agencies.
- Participates in the development and implementation of goals, objectives, priorities, and policies and procedures including annual budgets of the Customer Service Department.
- Participates in the selection, training, and evaluation of departmental staff.
- Oversees the verification of the cash drawer balancing, cash handling procedures, depositing of customer payments and various other monetary instruments to HVUD's banking institutions.
- Assists the Fiscal Officer with independent audits and other complex responsibilities; prepares and presents customer service and billing reports to the management team and the Board of Commissioners as needed.
- Prepares analytical and statistical reports related to customer service, billing, collections, and other operations and activities within the Customer Service Department.
- Works with the Information Technology staff and third-party vendors to ensure integration and integrity of customer service and billing computer systems.
- Maintains schedules for HVUD ratepayers that explain and effectively communicate HVUD's water and sewer rates and fees.
- Leads HVUD's public relations activities to enhance customer and community relations.
- Develops customer communication content and works with the Information Technology staff to display on HVUD's website.
- Researches and analyzes new equipment, computer technology, and methodologies to help streamline work processes and customer service and billing procedures.
- Ensures departmental compliance with HVUD's safety policies and safety codes, laws, rules and regulations of regulatory agencies.
- Performs other related duties as required.