

CUSTOMER & METER SERVICES ADMINISTRATOR

PURPOSE AND NATURE OF WORK

Position is responsible for formulating and implementing procedures and practices in revenue collection for the Consolidated Government, delivery of service to the customers of Lafayette Utilities System, the Communications System, as well as recording and interpreting water and electric meter readings. Work requires frequent public contact where interpretations or explanations must be given concerning laws, regulations, and policies governing collection of property taxes, paving and sewerage assessments, alcoholic beverage permits, occupational and amusement licenses, refuse collection fees, utility bills, security deposits and meter readings, as well as communications services. Position supervises the Customer Service and Meter Reader Supervisors. Work is performed with considerable independent initiative and judgment under the general supervision of the Customer and Support Services Manager.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate the various types of work performed by incumbents in this class. All of the duties performed by any one incumbent may not be listed, nor does any incumbent necessarily perform all of these duties.)

Establishes and administers procedures and practices to be used in delivering services to customers and in collecting revenue. Assigns responsibility for collecting certain categories of revenue to Customer Service Supervisors. Provides administrative and supervisory support for the section supervisors. Leads, coaches and participates in developing training for utility and communications Customer Service Representatives (CSR's) and Meter Readers. Monitors and evaluates the effectiveness of collection and meter reading activities; coordinates work assignments within the divisions to maintain and improve efficiency of operation, and submits reports on the activities of the divisions as required. Handles any difficult complaints or problems which cannot be resolved by subordinates. Interprets or explains laws, regulations, and policies and procedures governing the collection of the various categories of revenue or the reading of meters to the general public and to those individuals with whom problems have arisen. Prepares and justifies budget for the divisions.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES, AND SKILLS

Thorough knowledge of city-parish laws, rules, regulations, and procedures governing the collection of property taxes, paving and sewerage assessments, alcoholic beverage permits, occupational licenses, refuse collection fees, utility bills, security deposits, communications services billing, and meter reading.

Considerable knowledge of standard record keeping practices, particularly as applied to revenue collection.

Considerable knowledge of modern office practices, procedures and equipment.

Ability to formulate, organize, and implement procedures and practices to effectively collect revenue and read meters in a timely and efficient manner.

Ability to prepare, or supervise the preparation of standard reports.

Ability to establish and maintain effective relationships with other employees and the general public.

Ability to lead, coach, and motivate CSR's and Meter Readers, directly and through effective direction of supervisors.

DESIRABLE TRAINING AND EXPERIENCE

Bachelor's degree in business administration, accounting, or related field, and experience in communications service billing, municipal tax administration, water and electric billing and collection operations, administering meter reading, and marketing internet, telephone and video services to the home in a competitive environment, including supervisory experience; or an equivalent combination of training and experience.