



Associate Customer Service and Billing Office Manager

Position Classification: E-2 (Non-union; Non-Exempt)

RESPONSIBILITIES

The primary areas of responsibility of this position are to perform daily operations for supervision of customer service, billing, collections, metering and service order functions.

ESSENTIAL FUNCTIONS

- Develop, implement and maintain account metering program standard operating procedures, including required office staff training and QA/QC programs.
- Develop, implement and maintain customer service order standard operating procedures, including required office staff training and QA/QC programs.
- Develop, implement and maintain customer service standard operating procedures, including required staff training and Quality Control/Quality Assurance (QA/QC) programs. These procedures include customer communications for events, including maintaining website postings.
- Develop, implement and maintain account billing and collections standard operating procedures, including required staff training and QA/QC programs.
- Administer, track and audit an Authority learning and human resource management system, including development, maintenance and implementation of required standard operating procedures and associated training programs.
- Perform fiscal tasks associated with the production of purchase requisitions, tracking expenditures on purchase orders, contract management, etc.
- Inventory management and control of supplies, equipment, etc. and daily support, troubleshooting of office equipment.
- Utilize required Information Technology (IT) applications for data management, review and report production.
- Administrative tasks associated with the production of compliance and other types of reports, etc.
- Functions of this position include work assignments in the ambient atmosphere including extreme cold, hot, wet or other inclement weather conditions.

- Related and other duties. This job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

AUTHORITY

This position is a direct report to the Manager of Finance, or assigned alternate. The position requires supervision of staff; interaction with Authority staff, vendors, general public and local, County, State and Federal public agency representatives. The position requires routine interaction and coordination of duties with the Engineering, Information Technology, Operations, Water Quality and Finance Divisions of the Authority.

The responsibilities of this position require administering confidential information in accordance with Authority policy and procedures as well as applicable law.

REPORTING

This position will be assigned to work at the Authority Headquarters located at 19 Saddle Road Cedar Knolls, NJ 07927 and at any other of the Authority's facilities and throughout the Authority's service area or other assigned work locations. The general assigned work hours are from 8:00 a.m. to 4:30 p.m. with a one-hour non-paid lunch. The start and finish times of a work day may vary depending on Authority needs. Office assignments will be supplemented with Authority field work activities.

Travel as required, including overnight and/or weekend stays, as needed to attend professional related seminars, conferences, etc. Travel may be local, regional, national and/or international.

QUALIFICATIONS

As a condition of employment, after an offer has been issued but before employment has commenced, the applicant must successfully complete an illegal substance test, background check, motor vehicle check and a physical/ functional capacity exam (FCE) based on the attached job specific Functional Capacity Requirements (FCR).

LICENSES AND CERTIFICATION

1. Maintenance of a New Jersey Basic Driver's License.

EDUCATION

1. A U.S. accredited Associate or Bachelor Degree in Human Resources, Business Administration, Finance, Accounting or an approved combination of education and applicable work experience.

2. Obtain Microsoft Office Specialist (MOS) Certifications, or approved alternate, where three (3) sequential attempts to obtain the certifications will be provided where additional attempts will require written approval of the Executive Director:
 - a. MOS Excel certification within six (6) months of the date of hire.
 - b. MOS Outlook certification within 12 months of the date of hire.
 - c. MOS Access certification within 18 months of the date of hire.
 - d. MOS Power Point certification within 24 months of the date of hire.

SKILLS

1. Demonstrated proficiency in leadership and supervision with the ability to work independent of direct supervision. Must be proactive, strategic, detail oriented with demonstrated ability to work under minimal supervision, utilize strong interpersonal skills (e.g. tact, diplomacy, cooperation, negotiation, etc.) and perform at a high level of initiative, using good judgment and discretion.
2. Two (2) years of supervisory experience or similar leadership position. Experience in a local or state government setting with a union/non-union workforce is preferred.
3. The person serving in this position is expected to maintain up-to-date skill sets to remain current with best available technologies.
4. Excellent comprehension, written and oral skills in English so that involved and complicated instructions and technical texts can be read, understood, produced and communicated to staff.
5. Excellent organizational skills including the ability to plan effectively.
6. Intermediate proficiency in Microsoft Office applications, including the ability to develop complex Excel spreadsheets including complex calculations and trending of data. Familiarity with the Edmunds financial application is preferred.
7. Ability to work harmoniously with co-workers, supervisors, managers, and the public.
8. Ability to demonstrate understanding and satisfactory compliance of Authority policies, procedures, practices, processes and essential functions.
9. Preferred ability to read, write and speak Spanish, including the ability to translate documents for the production and distribution of public and customer materials.
10. Travel, including overnight and weekend stays, as needed to attend professional related seminars, conferences, etc. Travel may be local, regional or within the Continental US.

Attachment: Functional Capacity Requirements (Revision Dated 07/26/17)

FUNCTIONAL CAPACITY REQUIREMENTS FOR GENERAL OFFICE

| | | | | | |
|------------------|--|---------------------|--|-------------------------------|---|
| TITLE: | Executive Director/Chief Engineer Assistant Customer Service and Billing Office Manager Associate Customer Service and Billing Office Manager Administrative Assistant Manager of Finance Supervisor of Finance Payroll/Benefits Administrator Junior Accountant Junior Finance Clerk Finance System Administrator/Sr. Account Rep Junior Engineering Administrative Assistant Junior Operations Assistant Senior Account Representative Clerk/Receptionist | PREPARED BY: | C. Mercado | DATE PREPARED/REVISED: | 09/08/16; Revised 07/26/17 |
| DIVISION: | General Office | DEPARTMENT: | Administration Customer Svc. Finance | APPROVED BY: | P. Kozakiewicz, K. Crawford, C. Mercado |

| JOB-RELATED PHYSICAL ACTIVITIES | DETAILS | RARELY | SELDOM | OCCASIONALLY | FREQUENTLY | CONTINUOUSLY | Weight Amounts, if Applicable | Comments |
|---|---|-----------------------------------|----------------------|-------------------------------------|--------------------------------|-------------------------------|-------------------------------|----------|
| | | (up to 5 mins of total work time) | (6-29 minutes daily) | (30 minutes to 2 1/2 hours per day) | (2 1/2 to 5 1/4 hours per day) | (5 1/4 hours or more per day) | | |
| Balance | To maintain body equilibrium on narrow or inclined surfaces. | ✓ | | | | | | |
| Bending | Flexion of the upper trunk forward while standing and knees extended or knees flexed when sitting. | | | ✓ | | | | |
| Carrying | To hold or rest weighted objects (<i>indicate weight</i>) directly on hands, arms, shoulders, or back while walking from one location to another. | | | ✓ | | | ≤ 30 lbs. | |
| Climbing Ladders | Ascend/descend with gradual or continuous progress by oneself, using both hands and feet. | 0-10 ft. | ✓ | | | | | |
| | | 10-20 ft. | | | | | | Never |
| | | 20-30 ft. | | | | | | Never |
| Climbing Stairs | Ascend/descend with gradual or continuous progress by oneself, using both hands and feet. | | | ✓ | | | | |
| Crawling | Moving body slowly in a prone position on hands and knees flexion, with arms extended and elbows bent. | | ✓ | | | | | |
| Crouching | Bending downward and forward by bending the legs and spine | | | ✓ | | | | |
| Driving | The controlled operation and movement of a land vehicle, such as a car, truck or bus (<i>indicate manual or automatic</i>). | | | ✓ | automatic | | | |
| Grasping | To handle, clasp or embrace with both arms, hands fingers. Applying pressure to an object with fingers and palm. | | | ✓ | | | | |
| Keyboarding/Typing (motor coordination) | To move the fingers rapidly and accurately during keyboarding tasks. | | | | | ✓ | | |
| Kneeling | Maintaining the body in an erect posture while resting body weight on one or both knees. | | | ✓ | | | | |
| Lifting | Raising objects from a lower to a higher position or moving objects from position to position. | | | ✓ | | | ≤ 30 lbs. | |
| Manual Dexterity | To move one or more hands rapidly and skillfully to perform gross grasping, placing and turning motions. Including handwriting. | | | | ✓ | | | |
| Pulling | Exertion of force to draw an object towards oneself in a particular direction or position. | | | ✓ | | | ≤ 30 lbs. | |
| Pushing | Exertion of force on or against an object (<i>indicate weight/size</i>) to move it from one location to another | | | ✓ | | | ≤ 30 lbs. | |
| Reaching | Extending the hands and arms in any direction | | | ✓ | | | | |
| Reaching Above Shoulder | To extend either arm to reach from shoulder level to overhead. | | | ✓ | | | | |
| Repetitive Motions | Substantial movements (motions) of the wrists, hands, and/or fingers. | | | | ✓ | | | |
| Sitting | Resting of the body weight in a seated position while engaging in a single activity. | | | | ✓ | | | |
| Squatting | Maintaining the body in an erect position with full flexion of the knees. | | | ✓ | | | | |

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| | | (up to 5 mins of total work time) | (6-29 minutes daily) | (30 minutes to 2 1/2 hours per day) | (2 1/2 to 5 1/4 hours per day) | (5 1/4 hours or more per day) | | |
| Standing | Maintaining the entire body in an erect posture without change in location | | | ✓ | | | | |
| Stooping | Flexion of the upper body forward at the waist with partial flexion of the knee. | | | ✓ | | | | |
| Trunk Twisting | Rotation of the neck or trunk to the right or left from a neutral position while sitting or standing | | | ✓ | | | | |
| Walking | Moving the entire body from one location to another using a heel to toe gait. | | | ✓ | | | | |