

JOB DESCRIPTION

Customer Service Manager

MINIMUM QUALIFICATIONS:

Education and Experience:

- High School diploma and a minimum of five years of detailed experience in any or all of the following fields to include utilities, permitting and/or planning.
- ICC Permit Technician Certification required.
- Minimum five years supervisory experience to include performance management, performance evaluation and training.
- ICC Code Specialist Certification and ICC Zoning Inspector Certification preferred but not required.

Required Licenses or Certifications:

Possession of a valid State of Arizona driver’s license.

Required Knowledge of:

- Town’s policies, ordinances, and procedures.
- Principles and practices related to permitting and building code.
- Principles and application of GIS and Web Management.
- Software and application management.
- Utility billing processes and requirements.
- Sound management policies and procedures.

Required Ability to:

- Develop and maintain effective working relationships with the Town staff, vendors, contractors, consultants, Town Council, other jurisdictions, and the general public.
- Work effectively with the other departments programs and services supported by the General Services Department.
- Monitor, Implement, develop and manage effective programs for the department.
- Utilize computers, software, and programs.
- Effectively supervise staff.
- Manage multiple projects and tasks effectively.
- Communicate effectively both orally and in writing.
- Review options, choose effective options from alternatives, develop best solution programs/ procedures, implement, and monitor results.
- Change assignments, goals, in a cooperative and supportive manner.
- Read technical code and interpret it. Ability to explain codes / requirements to staff, public and others.
- Develop a team environment with various stakeholder, maintain a positive position for the Town.
- Trouble shoot and problem solve.

Physical Demands / Work Environment:

- Work is preformed both indoor and outdoor work environments. May require a full range of motion with lifting or carrying supplies, materials or equipment. Vision requirements include close vision, distance vision, color vision, peripheral vision, depth perception and the ability to adjust focus.

Core values: Integrity, Teamwork, Respectful, Communication, Service, Leadership, Innovation

Classification	Adopted	Revised	Retitled	Class Code / Range	FLS Designation	Step
Former CS Supervisor		3/2017	Customer Service Manager	27	Exempt	
		12/2019				

APPROVED: Human Resources

DATE: 12/2019