



CITY OF EUSTIS, FLORIDA
EMPLOYMENT OPPORTUNITY
CUSTOMER SERVICE MANAGER

The City is seeking a trustworthy, responsible individual who, under direction, will perform responsible supervisory and administrative work involving utility billing and collection. Strong accounting and customer service experience will be necessary in order to oversee the day-to-day operational aspects of the department. Employee will work with considerable initiative and independence within established policies and procedures. This position is supervisory in nature and recommendations on subordinate personnel decisions, including hiring and firing, carry particular weight in the decision making process.

ESSENTIAL JOB FUNCTIONS

- Participates in the development, implementation and maintenance of departmental goals and objectives, priorities, policies, procedures and work plans; reviews and evaluates work methods and procedures for improving organizational performance, enhancing services and meeting goals; identifies and resolves problems and/or issues; ensures that goals are achieved;
- Participates in the selection and recommendation of personnel; provides for in-service training and coordinates with educational agencies for formal training programs; identifies and resolves staff deficiencies; manages and evaluates the work of subordinate personnel; enforces departmental rules and regulations and fulfills disciplinary procedures, as needed;
- Participates in the preparation, management and coordination of the departmental budget; prepares forecasts of necessary funds for staffing, materials and supplies; presents and justifies programs, operations and activities; monitors expenditures;
- Directs, coordinates and monitors all customer service functions including new services, transfers, water taps, deposit applications, refunds, final billings and meter readings;
- Balances and reconciles accounts receivable, billing register and other departmental accounts;
- Researches, tabulates and analyzes information for various departmental reports;
- Provides consumption and usage analysis for annual audit;
- Implements new hardware/software applications, and coordinates upgrades and system resolutions;
- Maintains departmental records including payroll, accounting records, logs, budget, inventory, etc.;
- Manages acquisition of office supplies;
- Provides information and answers, investigates disputes and/or settles complaints from the public;
- Assumes full responsibility for all special projects, as assigned.

OTHER JOB FUNCTIONS:

- Assists the City in the preparation for and aftermath of a major emergency, such as a hurricane or other storm or disaster;
- Performs other related duties, as required.

REQUIREMENTS:

Knowledge, Abilities and Skills –

Thorough knowledge of accounting and bookkeeping principles and procedures; knowledge of the laws, rules, guidelines and regulations applicable to governmental accounting; knowledge of modern office practices and procedures; knowledge of data processing and computer operations

Significant ability to work well with others and assist the public cooperatively and courteously; ability to work calmly and professionally under stressful conditions, i.e. dealing with angry people; ability to plan and direct the work of others; ability to establish and maintain good working relationships with city employees; ability to maintain accurate records; ability to research and compile information for technical accounting and statistical reports; ability to pay close attention to detail in balancing and summarizing records; ability to remain at a city work shelter, before, during and after a hurricane or other storm or disaster, if needed.

Working Hours – Monday through Friday 8:00 a.m. to 5:00 p.m.

Physical Demands – Primarily sedentary work. Requires sitting for long periods of time; reaching and bending; good finger/hand dexterity and hand/eye coordination; good eyesight, hearing and speech.

Minimum Qualifications – Bachelor's Degree from an accredited college in Business Administration, Accounting or related field; supplemented by five (5) years supervisory experience in a business related area. Additional relevant education may be substituted for the required experience.

Salary Range – \$43,610.49 - \$66,597.30/yr; EXCELLENT benefits (Note: Benefit information is posted on city website at www.eustis.org, or call Human Resources at 352-483-5472). **Applicants should expect a starting salary of \$43,610.49/yr.** Only applicants with the most job-related qualifications will be selected for interview and further consideration. Additional consideration may be given to applicants with more extensive education, training, or experience. ***Final candidates will be subject to skills testing, including accounting, math, Microsoft Word, Microsoft Excel, and customer service.*** Final candidates will be offered a conditional offer of employment contingent upon satisfactory results of a thorough background check.

CLOSING DATE: June 28, 2019

EQUAL OPPORTUNITY EMPLOYER
Minorities/Females/Disabled
Florida Drug Free Workplace
Veterans Preference Employer

HUMAN RESOURCES DEPARTMENT
CITY OF EUSTIS
P.O. Drawer 68 (109-A E Orange Ave)
Eustis, FL 32727-0068
Phone – 352-483-5472
FAX – 352-483-0492
E-Mail – personnel@ci.eustis.fl.us

IMPORTANT: The City of Eustis is an Equal Opportunity Employer and does not discriminate in recruitment, examination, appointment, training, promotion, retention, or any other personnel action because of race, color, religion, sex, disability, marital status, age, national origin, citizenship, genetic information or any other factor protected by law. The City provides Veteran's Preference per FS 295.07. When a preference-eligible applicant receives notice of a hiring decision and believes that he or she was not afforded employment preference in accordance with applicable Florida law and regulation, the applicant may file a written complaint requesting an investigation to the Florida Department of Veterans' Affairs, Division of Benefits and Assistance, 9500 Bay Pines Blvd., Room 214, St. Petersburg, Florida 33708. Such complaint shall be filed within 60 calendar days from the date that the notice is received by the preference-eligible applicant pursuant to Sections 120.569 and 120.57, F.S. ***Applicants claiming Veteran's Preference must complete a City of Eustis application identifying themselves as an eligible veteran and submit FDVA form VP-1, VP-2, or VP-3 along with documentation, as soon as possible (contact HR for forms).*** The City encourages applications from qualified individuals with disabilities and will make reasonable accommodation to the extent provided by law. If accommodation is needed for applicant testing, please inform the City, prior to the testing date.

Applications must be received or postmarked no later than 12:00 midnight on the closing date. The City may close positions that are posted with an "Open" closing date at any time, without prior notice. Applications available via email, please email personnel@ci.eustis.fl.us to request an application. Printed applications available in person at 109-A East Orange Ave, Eustis, office hours are 8:00 am to 5:00 pm Monday thru Friday. For more information, please visit Human Resources at www.eustis.org or call us at 352-483-5472. Under Fla. Law, all application materials are public record and subject to public scrutiny.