



Norris Public Power District

Job Description

MANAGER OF CUSTOMER SERVICES	
Location:	Main Office
Department:	Customer Services
Reports to:	General Manager
Type:	<input checked="" type="checkbox"/> Full-Time <input type="checkbox"/> Part-Time
FLSA Status:	<input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non-Exempt <input checked="" type="checkbox"/> Salary <input type="checkbox"/> Hourly
Date Adopted:	December 2024
Previous Revision Date:	None
Last Revision Date:	None

POSITION DESCRIPTION
This position is responsible for the management of the Customer Services Department.

MAJOR AREAS OF RESPONSIBILITY
1. Customer Services

SPECIFIC RESPONSIBILITIES
1. Customer Services <ol style="list-style-type: none"> a. Responsible for managing the performance of staff members in the areas of billing, consumer accounting, customer service and communications. b. Oversees the District's consumer database for billing, cost of service, ratemaking and rate comparison purposes. c. Maintains a working knowledge of the District's Rate Schedules and Service Regulations to ensure customer requests and inquiries are handled correctly and professionally. d. Supervises customer inquiries regarding bills and billing policies and responds to customers when customer inquiries should be addressed by a manager.

- e. Supervises consumer accounting activities including policies for billing customers, managing customer accounts, collection of past due accounts and other customer service regulations.
- f. Responsible for communications and customer visits with key customer accounts, including large industrial customers, cities, villages, schools, etc.
- g. Supervises customer communications including Norris Electric News Magazine, e-newsletter, social media, etc.
- h. Supervises the EnergyWise Incentive Program.
- i. Supervises and participates in career days.
- j. Supervises education and communication of District programs with local school districts.
- k. Facilitates quarterly meetings with department staff to promote efficiencies in consumer accounting and customer relations activities.
- l. Prepare a monthly department report for inclusion in Board of Director's meeting packet.
- m. Attends Board of Director Meetings to provide a department report and participate as necessary in the meetings.

JOB REQUIREMENTS

1. Knowledge of the operations of a rural electric company and the applicable financial, administration, and rules and regulations that control the operations.
2. Exceptional communication skills and the ability to communicate effectively both orally and in writing with all District employees, vendors, and customers.
3. Strong customer service and interpersonal skills.
4. Solid analytical skills for interpreting billing, customer and other financial data.
5. Establish and maintain effective working relationships with District employees and the public.
6. Must be skilled in using Excel, Word, Outlook, PowerPoint, and database managers.
7. Proficiency in operating a PC Computer, 10-key calculator, copier, and other office machines.
8. Must be reliable, dependable and be able to maintain confidentiality.
9. Must have excellent organizational skills and the ability to prioritize projects.
10. Ability to handle stressful situations in a logical and calm manner.
11. Ability to logically prioritize work while managing multiple deadlines.
12. Ability to prepare department budgets.
13. Demonstrated ability to lead and supervise people.
14. Must possess strong organizational skills and be able to effectively plan and make decisions to maintain a smooth workflow within the department and the District.
15. Maintain a valid Nebraska driver's license and the dexterity to operate a motor vehicle.
16. Demonstrates regular and predictable attendance and punctuality.

EDUCATION AND QUALIFICATIONS

1. Minimum of 5 years of experience in serving in a supervisory capacity, preferably with an electric utility.
2. Graduate of college or university with a Bachelors degree in a related field.

PHYSICAL DEMANDS

1. Must be able to remain in a stationary position 75% of the time.
2. Must be able to frequently move about inside the office to access file cabinets, office machinery, etc.
3. Constantly positions self to operate office equipment and access files.
4. Frequently moves equipment and files weighing up to 10 pounds across the office.
5. Consistently operates computer and other office productivity equipment such as calculator, copy machine and computer printer.

WORK ENVIRONMENT

Working conditions consist of an office environment with occasional travel to customer locations.

DISCLAIMER

This job description is intended to convey information essential to understanding the scope of the job and the general nature and level of work performed for individuals with this job title. However, this job description is not intended to be an exhaustive list of all qualifications, skills, efforts, duties, responsibilities or working conditions associated with the position.

APPROVALS

General Manager <i>Bruce Vitosh</i>	Date <i>December 2, 2024</i>
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