

### **Customer Service Manager**

The City of South Haven is seeking a customer service manager for front counter operations of the Finance Department. Manages and coordinates activities of the clerical personnel responsible for cashiering functions and customer service in order to maintain and enhance customer relationships and meet the City's organizational and operational objectives. Performs day-to-day administrative tasks such as maintaining information files and processing paperwork related to customer service and cashiering. Works with various staff in the Finance Department to provide information and reports to help ensure accurate posting and account reconciliation. Works closely with public works staff to coordinate utility work & meter information.

#### ***Typical Responsibilities and Duties:***

Develop and implement customer service policies and procedures.

Serve as the manager for customer service by directing the daily operations of the clerical personnel responsible for cashing and customer service functions which includes setting and overseeing achievement of customer service standards; delegating tasks; determining work schedules; training and instructing employees; review and check work of subordinates for accuracy; resolves customer complaints regarding personnel and answers questions regarding services and procedures; and makes recommendations to management regarding staffing and improvement of procedures.

Monitor accuracy of reporting and database information including daily balancing of transactions and preparation of deposits; investigate accounts associated with checks identified as non-sufficient funds and report details to Finance Director; perform daily cash receipts import and export functions to ensure proper posting to the General Ledger; oversee daily uploads from City to Internet Services site for online payments; oversee acceptance of debit/credit and e-checks; monitor proper transmission of daily transactions and posting to City accounts. Process all ACH transactions for utility customers.

Receive computer printouts of delinquent accounts, analyze available background information and determine those which appear necessary for collection; Establish a service schedule and initiates follow-up notice correspondence and/or telephone contact seeking voluntary compliance; explaining alternative payment methods and/or consequences of failure to make payment. After exhausting normal methods of collection and appeal for payment, authorize preparation of Shut-off notice to the customer identifying time period before service is discontinued; prepare work order to alert Utility personnel to service shut-off.

Prepares listing of City and Township delinquent utility accounts that will be placed as special assessments on property tax bills; send township delinquent account information to township supervisors for inclusion on their tax bills in accordance with existing agreements.

Responsible for the preparation of City tax rolls and bills; consult with Finance Director regarding special assessments and other charges; facilitates the distribution of tax bills to property owners and mortgage companies; post board of review changes and tax tribunal adjustments to tax program.

Responsible for timely disbursement of current tax collections and any collections of delinquent personal property taxes to appropriate taxing jurisdictions and State Tax Commission. Maintain records of collections and disbursements, including TIF captures, to facilitate settlement of taxes with Van Buren and Allegan Counties.

Utilizing the City's accounting system, processes billing and collection of payments for all Special Assessment districts approved by the City Council. Responds to inquiries pertaining to payments and payoffs for special assessments.

Prepare database for beach sticker mailing and oversee distribution of beach passes and tokens.

Process bankruptcy paperwork and update database to reflect actions.

Distribute daily mail into City mailboxes.

Purchase office supplies for various departments.

Confer with Finance Director on proposed changes in the accounting system, procedural changes, etc.; Carries out system adjustments as directed; works with Finance Director in assuring that detail Accounts Receivable totals and Deposit Balances are in accord with balances in the General Ledger.

Converts operating data to standardized reports indicating information such as income, expense, Tax payments, license fees collected, customer history, etc.; prepares reports for management evaluation and gathers data for month-end and year-end reporting.

May serve as support staff to cover Customer Service cashiering functions on an as-needed basis.

Other miscellaneous duties, as assigned from time to time by the Finance Director.

***Minimum requirements***

An Associate's Degree in Accounting, Finance, Public Administration or closely related field and three (3) years of progressively responsible experience in Accounting or Finance OR any equivalent combination of education and experience. Prior customer service and supervisory experience, in-depth knowledge of customer service principles and practices is highly desirable.

Send completed application, cover letter and resume to [dlull@south-haven.com](mailto:dlull@south-haven.com) or Human Resources Department, City of South Haven, 539 Phoenix Street, 49090. See [www.south-haven.com](http://www.south-haven.com) for application. Deadline for application is February 23, 2018. EOE