

**BUTLER COUNTY COMMISSIONERS PERSONNEL OFFICE
ANNOUNCEMENT OF VACANCY**

Posting Date: 3/8/2021

Response Deadline: 3/18/2021
(Or until position is filled)

Agency: Butler County Commissioners	Job Title: Customer Care Manager
Classified <input type="checkbox"/> Unclassified <input checked="" type="checkbox"/>	Bargaining Unit Yes <input type="checkbox"/> No <input checked="" type="checkbox"/>
Overtime Exempt Yes <input checked="" type="checkbox"/> No <input type="checkbox"/>	Salary: \$50,772.80 - \$76,232.00
Work Location: 130 High Street	Hours of Work: M-F, 8:00am. – 5:00pm

Essential Functions:

- **Customer Relations:** Oversees the process by which water and sewer system billings are generated utilizing a customer information system, Cogsdale; investigates billing issues and resolves customer disputes in accordance with BCWS policy; coordinates hearing board process; resolves ERU issues and processes reimbursements; monitors large user accounts; retains and archives billing and meter reading documents in accordance with record retention policy; and oversees the Customer Service Technician Section and Call Center.
- **Project Liaison:** Serves as a project liaison between the accounting section, engineering support and customer service functions and BCWS field sections, staff engineers, contractors, consulting engineers, developers, plumbers, customers and prospective customers, and other city, county, state agencies and personnel; interacts regularly with third-party billing providers and financial institutions on data transmission and policy application issues; develops reports in conjunction with BCWS IS; prepares information to assist BCWS personnel; responds to customer complaints and resolves problems; monitors special projects (e.g., MXU conversion, fire service and backflow prevention devices, etc.); and coordinates such things as work orders, report development, and customer service activities with other sections.
- **Administration:** Analyzes process control charts; generates monthly reports; analyzes reports to detect billing issues; recommends and implements process improvements; prepares cost analyses for BCWS services; monitors payments; assists in budget preparation for the Customer Care Section; and coordinates payment method implementation and contract relations (e.g., third party sewer billing), including deposits with the Treasurer's Office.
- **Supervision:** Supervises meter reading, billing operations, call center operations; and customer service functions; schedules assignments; inspects and evaluates completed work; approves leave requests; trains employees; and recommends discipline as needed.
- **Prepares, maintains, updates, and researches all files related to BCWS administration of billing and call center operations, meter reading, permit issuance support and customer service activities (e.g., GIS, reimbursement requests, property owner mailing lists, county water and sewer system design files, etc.); and modifies sectional procedure manual.**

- Meets all job safety requirements and all applicable OSHA safety standards that pertain to essential functions.

Required Qualifications:

- Bachelor's degree or coursework in business or public administration or related field; and
- Five (5) years experience in the customer service sector, utility and supervisory experience preferred; or
- Any combination of education, experience and/or training equivalent to the stated minimum qualifications.

Selection Procedure: Resumes and Interviews

**Submit Cover Letter
and Resume To:**

(please indicate Job
Title in Cover Letter)

Butler County Commissioners Personnel Office
315 High Street, Suite 640
Hamilton, OH 45011

Or by email to: resumes@butlercountyohio.org
(please indicate Job Title in subject line)

BUTLER COUNTY WILL CONSIDER INTERNAL APPLICANTS PRIOR TO EXTERNAL APPLICANTS

Pursuant to the Americans With Disability Act of 1993, Butler County will consider all qualified applicants for employment, including persons with disabilities. The applicant must be able to perform the essential functions of this job with or without reasonable accommodation. Upon the request of any qualified applicant, this office will evaluate any reasonable accommodation that may be needed to enable a disabled person to participate in the application process or perform these essential duties.

AN EQUAL OPPORTUNITY EMPLOYER