City of Las Vegas
Career Opportunity

Applications are being accepted for a full time **Customer Service Manager** for the City of Las Vegas Utilities Customer Service Division.

Entry Level: $17.36

Nature of Job: This is a management position requiring managerial and supervisory skills in overseeing customer service, accounting, and meter reading sections of the Utility Department. Plans, directs, and manages the overall processes of the Customer Service, Accounting, Billing, Meter Reading, and Field Sections of the Utility Department; and prepares performance evaluations. Answers a variety of difficult, complex, or sensitive citizen, regulatory and administrative inquiries regarding departmental activities, programs, and procedures. Responsible for managing the customer service section staffing requirements, including hiring, terminations, evaluations, and disciplinary matters of assigned personnel. Develops strategies to improve reliability, efficiency and enhance customer service. Develops, prepares, and analyzes budget on a divisional basis for water and sewer enterprise funds; evaluates operating costs and develops programs for improving efficiency. Maintains communication with all sections of the Department of Utility Services on areas of mutual interest to ensure that information impacting the customer service operations is available to all sections, including coordination with other City Departments and outside agencies. Prepares and reviews vendor contracts for services and makes recommendations to senior management and the City of Las Vegas legal division.
(A detailed job description is available at the Human Resource Office.)

Qualifications: Must possess a Class D Operators License with an acceptable driving record and must be insurable by the City's Insurance carrier. Bachelor's degree in, business, accounting, business administration, information technology or related field required or, any equivalent combination of education, training and experience which provides the requisite knowledge, skills and abilities for this position. Five (5) years of experience in customer service, preferably for a municipal or private utility agency, with at least one year of supervisory experience. Experience can include any combination in accounts receivable; billing; cash drawer and cash balancing; problem solving and customer complaints.

Posted: General Public: March 3, 2015 thru March 10, 2015

General Public: Defined as any person interested in the position who meets the qualifications as well as any City employee who did not meet the in-house deadline. An application with all necessary documentation including any pre-employment test must be completed and returned to the Human Resource Division.

Reviewed and approved for publishing by:

Elmer J. Martinez, City Manager

Human Resource Manager