



**PASADENA**  
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**THE CITY OF PASADENA IS SEEKING:  
Customer Service Manager  
\$115,664.64 - \$144,580.18**

**PASADENA WATER & POWER MISSION**

*The Pasadena Water & Power Department's mission is to provide its customers with safe and reliable water and power services at reasonable rates.*



PASADENA  
**Water&Power**  
SERVING THE COMMUNITY SINCE 1906



*“The ideal candidate will have extensive, hands-on experience managing complex customer service functions including field services, call center, utility billing and credit activities. This person will be compassionate and skilled at handling a variety of customer interactions and will be extremely effective with many forms of communication. He/she will supervise staff with diverse and varied roles and skill sets, and will be comfortable working at more than one location. This person will lead the teams that represent the City of Pasadena and the Water and Power Department directly to the customers, and will have wonderful opportunities to provide excellent service to our community.”*

**– Assistant General Manager of Water & Power, Shari Thomas**

## THE COMMUNITY

Located approximately 10 miles northeast of downtown Los Angeles, the City of Pasadena is nestled at the western foothills of the San Gabriel Mountains. Incorporated in 1886, today the 23-square-mile City is an ethnically diverse and culturally rich community with a residential population of 140,000 and a daytime population of 240,000. Pasadena is nationally recognized as a destination city for employment, tourism, education, living, arts & entertainment and innovation and is often ranked among the nation’s “Top Ten” small- to mid-sized cities in many categories, most notably livability and quality of life.

## WATER AND POWER DEPARTMENT

The Pasadena Water & Power Department (“PWP”) is a community-owned utility that supplies water and electricity to residents and businesses in Pasadena and other outlying areas. Founded over 100 years ago, PWP is a strong, competitive, and service-oriented enterprise that values customers and keeps a watchful eye on the bottom line.

PWP adheres to a strategic plan built upon core values that have endured for more than a century: Community and Customer Focus, Safety, Sustainability, Accountability, Dedication, Honesty and Integrity, and Innovation. Aligned to the City Council’s Strategic Plan, it incorporates approved resources and infrastructure policies and highlights key areas of focus that are key to its success:

- Development of a 21st-century workforce
- Enhancing customer satisfaction and confidence
- Improving efficiency and business continuity
- Ensuring service reliability
- Achieving city goals and government mandates
- Maintaining fiscal health and stability

**Click here** to learn more about the Pasadena Water and Power Department

## UNIQUE OPPORTUNITY

The City of Pasadena Water and Power Department has an exciting opportunity for an experienced Customer Service Manager. Reporting directly to the Assistant General Manager of the Finance and Administration division, this position is responsible for overseeing the customer service and meter-reading activities of the Pasadena Water and Power Department. In addition, the Water and Power Department is embarking on a project to replace its legacy utility billing system. This position will have a significant role in the implementation of the new system and developing new and modern business practices.

## IDEAL CANDIDATE

The ideal candidate for the Customer Service Manager position will be experienced with managing the customer service functions from “meter to cash,” ensuring a comprehensive understanding of the business processes involved in providing customer service from a utility perspective. The successful candidate will be very organized and comfortable handling multiple job responsibilities and directing the activities of field services, customer service and professional staff. The areas of responsibility are at multiple physical locations within the City, and the position responsibilities include traveling to the various locations on a regular basis, often without advance notice. The successful candidate will be effective and comfortable interacting with utility customers, including some with escalated or challenging circumstances. This role requires the incumbent to be equally capable of managing detailed day-to-day activities while maintaining a managerial and leadership perspective.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

The duties listed below are intended only as illustrations of the various types of work that may be performed. Specific duties will depend upon work assignment. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to this class.

- Plans, directs, and manages the day-to-day customer support functions including meter reading, utility call center, utility billing, credit and cash collections, turn-on/off services, revenue record-keeping, and reporting activities for multiple utility services; ensures customers have the proper meters and rate structures; evaluates and develops business improvements or technologies to improve effectiveness and efficiency of the customer service and meter-reading departments.
- Oversees and actively participates in the collection and analysis of customer support call volumes, issues and issue resolution data; identifies short- and long-term operational and equipment issues and concerns and utilizes them to improve operational efficiency and prioritize capital improvement project priorities.
- Plans, organizes, controls, integrates and evaluates the work of the PWP customer service group; with supervisors and staff, develops, implements and monitors work plans to achieve goals and objectives; contributes to the development of and monitors performance against the annual department budget; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.

- Manages the performance of staff; interviews and selects new staff; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; hears and makes recommendations on second-level grievances within established policies; subject to management concurrence, approves or takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City human resources policies and labor contract agreements.
- Provides day-to-day leadership and works with staff to ensure a high-performance, customer service-oriented work environment that supports achieving the department's and City's mission, objectives and values; applies process improvement and quality management principles to assigned areas of responsibility.
- Participates in formulating and implementing goals and objectives to achieve departmental strategic plan objectives for customer service and metering; provides input on rates; leads and directs staff and outside consulting resources in the development and application of new methods and processes to achieve higher efficiency, productivity and customer service in department work processes.
- Manages and works productively with the Water and Power Information Technology and City Department of Information Technology groups and multiple vendors to ensure integration and integrity of various customer service online computer systems used to bill customers including meter reading (MVRS or AMI), customer self-service and Bill Print and Presentment; ensures systems are consistently operating and available to customers; ensures that the security, protection and confidentiality of customer information complies with all rules and laws pertaining to customer records and records retention.
- Directs the preparation of Requests for Proposal for customer support and metering projects, including overseeing bid evaluations, selecting successful bidders and preparing agenda reports and other materials for approval; oversees the administration of contracts including review of change orders and amendments to vendor agreements.
- Manages the preparation of or prepares a variety of operational and statistical reports; oversees the development and management of the annual operating and capital budgets for the Customer Service division, including capital improvement projects such as vehicle purchases, meter-reading hardware and software, tools and equipment for utility field representatives, and overall facility upgrades needed for the successful daily operation of the customer service groups.
- Prepares City Council agenda reports/resolutions and makes presentations to the Council; responds to information requests from other entities and the public, and data requests from and audits by state and federal regulatory agencies.
- Ensures customer service staff conforms with department safety program policies and requirements; ensures safety training and continuing education requirements are met by all staff on a timely basis.
- Keeps current on pertinent federal and state laws and legislative developments that affect customer service and meter reading and ensures department adherence.

## QUALIFICATIONS

- **Action & Results Focus** - Initiating tasks and focusing on accomplishment
- **Professional Integrity & Ethics** - Displaying honesty, adherence to principles, and personal accountability
- **Customer Focus** - Attending to the needs and expectation of customers
- **Handling Conflict** - Managing interpersonally strained situations
- **Managing Performance** - Ensuring superior individual and group performance
- **Managing Change** - Addressing key factors that influence successful organizational change
- **Decision Making** - Choosing optimal courses of action in a timely manner
- **Oral and Written Communication** - Engaging effectively in dialogue, communicating effectively in writing

## EDUCATION AND EXPERIENCE

- Graduation from an accredited four-year college or university with a bachelor's degree in accounting, finance, business administration or a closely related field is preferred
- Five (5) years of progressively responsible professional experience in customer service, sales, marketing, finance or business retention, preferably for an electric and water utility
- Three (3) years at a supervisory level
- Possession of or ability to obtain a valid Class C California Driver's License at the time of appointment and for continued employment
- A resume must be attached to the application



## COMPENSATION AND BENEFITS –

Pasadena offers a competitive salary and benefits package, which includes, but is not limited to:

- **Salary Range:** \$115,664.64 - \$144,580.18 annually.
- **Retirement:** 2.5% @ 55 CalPERS formula for Classic members (employee pays 8%); 2% @ 62 CalPERS formula for new members (employee pays 6.25%).
- **Health Insurance:** The City provides an allowance to assist with medical premiums.
- **Dental Insurance:** The City contributes 100% of the premium for Delta Dental PPO insurance for employee only, employee plus spouse, and employee plus child/children.
- **Vision Insurance:** The City offers vision care plans for employees. Enrollment is optional and premium is paid by employee.
- **Life Insurance:** Pasadena provides life insurance and accidental death and dismemberment coverage for each employee in the amount of \$75,000.
- **Vacation Leave:** Accrual rate of up to 160 hours per year based on years of service.
- **Management Time Off:** Up to 40 hours per year.
- **Annual Personal Development Allowance:** An annual lump sum payment.
- **Long Term Disability:** Employer paid long-term disability coverage for employees.
- **Critical Illness and Accident Insurance:** Voluntary benefits for employees.
- **Other Leave:** 80 hours of sick leave accrued per year. Eleven 11 paid holidays.
- **Vehicle Allowance:** \$300 per month with City Manager's authorization.
- **9/80 Work Schedule:** The City operates on a 9/80 work schedule and is closed every other Friday.

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To see a detailed job specification for Customer Service Manager, please visit our website at:  
<https://www.governmentjobs.com/careers/pasadena>

The selection process may consist of a training and experience evaluation, interview, department-level interviews, evaluation of writing skills and possibly an online assessment. The probation work period is one year. This position is part of the PMA bargaining unit.