



City of Roseville (CA)
Customer Care Manager

SALARY	\$9,442.20 - \$12,653.45 Monthly \$113,306.40 - \$151,841.40 Annually	LOCATION	311 Vernon Street, Roseville
JOB TYPE	Full-Time Regular	JOB NUMBER	202400192
DEPARTMENT	Electric	DIVISION	ELE Utility Billing
OPENING DATE	09/24/2024	BARGAINING UNIT	Management

Description

ELEVATE YOUR CAREER!

Join the City of Roseville Utilities team as a
CUSTOMER CARE MANAGER

**FOR FIRST CONSIDERATION, APPLY BY OCTOBER 14th, 2024.
 THIS JOB POSTING WILL BE OPEN UNTIL FILLED.**

<https://www.youtube.com/embed/j35dTwxAqHI?&wmode=opaque&rel=0>

We are seeking a talented professional to lead the Roseville Utilities Customer Care Division in support of our electric, waste services, wastewater, and water utilities. In this role, you will be responsible delivering a world-class customer experience for our residential, commercial, and industrial customers, including oversight of activities, operations, resources, and functions associated with customer engagement, call center, billing, credit and collections, rates implementation, program, and operations support.

The ideal candidate will possess a background in customer service with an ability to collaborate with cross-functional teams to streamline business processes, develop and complete reporting, and/or documentation to fulfill business requirements. If you're passionate about service excellence and have a proven leadership track record, we invite you to join our team and make a lasting impact on our community owned utility!

The current vacancy is regular, full-time, and benefitted. The normal work schedule is Monday through Friday, 8 am – 5 pm; a flex schedule may be available.

The City of Roseville is committed to a diverse workforce. We are engaged in understanding the needs and backgrounds of our colleagues and those we serve. Our organization is unified in this commitment, as we believe this produces the best results for our community.

Examples of Duties

For a complete and detailed job description click [HERE](#).

Minimum Qualifications

EXPERIENCE AND TRAINING

Experience:

- Five years of increasingly responsible experience in customer service.
- Two years of supervisory responsibility.
- Electric or water utility customer service experience preferred.

AND

Training:

- A Bachelor's degree from an accredited college or university preferably with major course work in finance, accounting, business administration, or a related field.

License or Certificate

Possession of a valid California driver's license by date of appointment.

Supplemental Information

ADDITIONAL INFORMATION:

All employment applications must be submitted online at the City of Roseville CAREER PAGES only.

Detailed information on the City of Roseville recruitment practices can be reviewed on the [Frequently Asked Questions](#) page.

The City of Roseville defines "accredited college or university" as an institution of higher learning and must be listed on the United States [Department of Education Database of Accredited Post-Secondary Institutions and Programs](#) website <http://ope.ed.gov/accreditation>.

Credits earned from colleges, universities, and institutions listed as accredited institutions on this website will be considered as part of the educational component of the minimum qualifications for a classification.

The following options apply to the evaluation of college degrees from countries outside the United States:

- Educational background from a foreign country may be evaluated by an accredited United States college or university listed on the U.S. Department of Education Database of Accredited Post-Secondary Institutions and Programs website.
- Verification of degree equivalency may be obtained from organizations that provide foreign education credential evaluation services. The City of Roseville will accept verification from any of the listed member agencies found at <http://www.naces.org> or www.aice-eval.org.
- A copy of the foreign credential evaluation verification can be attached to the employment application.
- If you are offered a position with the City of Roseville, as a part of the pre-employment steps, applicants must provide a foreign degree credential equivalency certificate from an approved member agency above. Applicants who do not provide verification, will be eliminated from further consideration.

SELECTION PROCESS:

All candidates meeting the minimum qualifications will have their application scored in a Formula Rate Examination. The applicant's experience and education will be evaluated using a pre-determined formula. Scores from this evaluation will determine applicant ranking and placement on the Employment List. Supplemental questions will be utilized by the department hiring authority to make interview and selection determinations.

Final appointment is contingent upon a check of past employment references, passing a City-paid fingerprint check, and depending on the position applied for, a pre-employment medical exam, drug and alcohol screening test, credit check,

license and/or education verification, psychological examination, and/or an extensive Police Department background check process.

Some positions require the clearance of a comprehensive Police Department (PD) background check within 12 months of appointment. The City may appoint candidates to positions prior to clearing the extensive Police Department background check, and in those circumstances the candidate will be advised in advance that security access in the information technology systems will be limited to non-PD related systems until PD clearance is received, and if the candidate ultimately does not clear the PD background it will result in release from City service without appeal rights, in accordance with Personnel Rules 3.04.050.

THE CITY OF ROSEVILLE IS AN EQUAL OPPORTUNITY EMPLOYER. IF YOU REQUIRE AN ACCOMMODATION DUE TO A DISABILITY, PLEASE CONTACT THE HUMAN RESOURCES DEPARTMENT AT LEAST 5 WORKING DAYS BEFORE A SCHEDULED INTERVIEW/EXAMINATION PROCESS. MEDICAL DISABILITY VERIFICATION MAY BE REQUIRED PRIOR TO ACCOMMODATION.

Agency

City of Roseville (CA)

Address

311 Vernon Street

Roseville, California, 95678

Phone

916-774-5475

Website<http://www.roseville.ca.us>

Customer Care Manager Supplemental Questionnaire

***QUESTION 1**

Your response to the supplemental question 3, the applicant's education, training and experience, will be scored using a pre-determined formula. Your responses to these questions must be consistent with your employment application information. This experience must also be described in the "Work Experience" section of this application. Responses to the supplemental questionnaire that are inconsistent from your "Work Experience" section in the application will not be scored. I understand and agree with the above instructions.

 Yes No***QUESTION 2**

Was any of the work experience listed on your application an unpaid internship, or volunteer work? If so, please list below which ones.

***QUESTION 3**

How many years of increasingly responsible experience in customer service do you have?

 Less than 5 years 5-7 years 7+ years***QUESTION 4**

How many years of supervisory experience do you have?

 Less than 2 years

2-5 years

5+ years

***QUESTION 5**

The minimum education requirement for the position is a Bachelor's degree from an accredited college or university, preferably with major course work in finance, accounting, business administration, or a related field.

Yes, I possess a Bachelor's degree or higher education.

No, I do not possess a Bachelor's degree or higher education.

***QUESTION 6**

Describe your experience overseeing a Call Center, Customer Service Center, Billing or Collections Department. Include details about the roles you've held, key responsibilities you've undertaken, and any notable achievements or projects you've been involved in?

***QUESTION 7**

Do you have experience working in a Utility Customer Service environment? If yes, please provide details on the utility and your roles and responsibilities.

* Required Question