

City of Somerville, Massachusetts
Job Description

Position Title:	Service Operations Manager	Grade Level:	NU08 / III
Department:	Water and Sewer Department	Date:	3/11/2025
Reports to:	Director of Finance and Administration	FLSA Status:	Exempt

Statement of Duties

Responsibilities include the management and supervision of the daily customer service operations for the Water and Sewer Department.

Essential Functions:

The essential functions or duties listed below are intended only as illustrations of the various types of work that may be performed. 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 the position.

- Oversees the day-to-day customer service operations of the Water and Sewer Department, including shift scheduling, volume forecasting, handling call escalations, monitoring employee performance and making recommendations based on departmental goals.
- Develop customer service operations and procedures to fulfill customer and internal obligations, meet City objectives, and deliver customer satisfaction under City ACE (Accurate, Courteous, and Easy) standards.
- Manages call volume and foot traffic.
- Oversees timely response to e-mails.
- Handles escalated customer issues.
- Supervises and trains front-line staff, and evaluates performance.
- Generates timely periodic reports analyzing customer needs and service level response.
- Works closely with Director, Department leadership and vendors to recommend, establish and document new policies and procedures to ensure superior customer service for ratepayers and Somerville's residents; serves as resource to front-line team concerning questions related to policies and procedures.
- Works closely with department billing staff to resolve customer billing issues, respond to customer inquiries and update account data.
- Works with department staff to communicate information to the public regarding water and sewer projects, water service interruptions, street closures, water conservation efforts and WaterScope technology.
- Involved in the interviewing and hiring process and trains new front-line administrative staff.

Supervision Required:

Under administrative direction, working from municipal policies and objectives; individual establishes short-range plans and objectives, own performance standards and assumes direct accountability for results. Consults with supervisor only where clarification, interpretation, or exception to municipal policy may be required. The employee is responsible for the development and implementation of departmental policies, goals, objectives and budgets. The

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employee is also expected to attempt to resolve conflicts which arise and coordinate with others as necessary.

Supervisory Responsibilities:

Employee, as a regular and continuing part of the job, is accountable for the quality and quantity of work done by subordinates and assures the accomplishment of the assigned work in the prescribed manner. Supervisory functions typically consist of most of the following: plans, schedules and coordinates work operations to meet schedules, deadlines and priorities; revises work schedules to meet changes in workload or availability of manpower; recommends and justifies to higher levels of management changes in the organization of work, work methods or assignment of functions to positions that may affect staffing patterns, costs, work standards, etc.; assigns work based on varying capabilities of employees; assures that completed work meets the required standard of quality, timeliness and cost, taking corrective actions as necessary, including rejecting the work; oversees attendance and leave, typically including approval of ordinary sick and vacation schedules; advises employees of performance requirements and may prepare formal evaluations of performance; gives advice and instruction on both administrative and work matters; informs subordinates of organizational policies, goals and procedures; resolves employee complaints and effects disciplinary actions, such as oral warnings and reprimands; has substantial responsibility for technical soundness of subordinates' work.

Accountability:

Duties include department level responsibility for technical processes, service delivery, and contribution to municipal wide plans and objectives and fiscal responsibility for the department including staffing utilization. Consequences of errors, missed deadlines or poor judgment could severely jeopardize department operations or have extensive financial and/or legal repercussions to the municipality and the public.

Judgment:

The work requires examining, analyzing and evaluating facts and circumstances surrounding individual problems, situations or transactions, and determining actions to be taken within the limits of standard or accepted practices. Guidelines include a large body of policies, practices and precedents which may be complex or conflicting, at times. Judgment is used in analyzing specific situations to determine appropriate actions. Employee is expected to weigh efficiency and relative priorities in conjunction with procedural concerns in decision making. Requires understanding, interpreting and applying federal, state and local regulations.

Complexity:

The work consists of the practical application of a variety of concepts, practices and specialized techniques relating to a professional or technical field. Assignments typically involve evaluation and interpretation of factors, conditions or unusual circumstances; inspecting, testing or evaluating compliance with established standards or criteria; gathering, analyzing and evaluating facts or data using specialized fact-finding techniques; or determining the methods to accomplish the work.

Nature & Purpose of Contacts:

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Relationships are constantly with co-workers, the public, groups and/or individuals such as civic leaders, peers from other organizations, and representatives of professional organizations. The employee serves as a spokesperson or recognized authority of the organization in matters of substance or considerable importance, including departmental practices, procedures, regulations or guidelines. May be required to discuss controversial matters where tact is required to avoid friction and obtain cooperation.

Confidentiality:

Access to some confidential information that is obtained during performance of essential functions

Recommended Minimum Qualifications

Education and Experience: Bachelor's degree in business administration, communication, or other applicable field, and five to seven (5-7) years' professional customer service experience, with at least three (3) in a supervisory capacity; or any equivalent combination of education, training and experience which provides the required knowledge, skills and abilities to perform the essential functions of the job.

Knowledge, Abilities and Skill

Knowledge: Knowledge of standard office software. Working knowledge of public relations, information system methods and technologies. Working knowledge of Customer Relationship Management (CRM) software, data management and utility billing.

Abilities: Ability to work independently and under pressure; ability to maintain, manage, and organize records; ability to handle problems effectively in response to day-to-day crises; ability to communicate clearly, both orally and in writing; ability to operate a computer; ability to deal appropriately with all customers, internal and external.

Skill: Communication skills. Excellent organizational skills; excellent skill in the use of web-based applications and all work-related software applications. Strong conceptual, analytical, verbal and written communication skills.

Work Environment

The work environment involves everyday discomforts typical of offices, with occasional exposure to outside elements. Noise or physical surroundings may be distracting, but conditions are generally not unpleasant. Employee may be required to work beyond normal business hours to attend evening meetings or complete work assignments.

Physical and Mental Requirements

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the position's essential functions.

Physical Skills

Minimal physical demands are required to perform the work. Work effort principally involves

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sitting to perform work tasks, with intermittent periods of stooping, walking, and standing. There may also be some occasional lifting of objects such as office equipment or photocopy paper (up to 30lbs.).

Motor Skills

Duties are largely mental rather than physical, but the job requires minimal motor skills for activities such as moving objects, operating a telephone, personal computer and/or most other office equipment including word processing, filing and sorting of papers.

Visual Skills

Visual demands require constantly reading documents for general understanding and analytical purposes.