



MARSHALLTOWN WATER WORKS CUSTOMER SERVICE SUPERVISOR

Marshalltown Water Works (MWW) is accepting applications for the position of Customer Service Supervisor. Under the general supervision of the Director of Finance, plans, organizes and directs all activities of the Marshalltown Water Works (MWW) customer service division, including the utility billing and customer information systems.

ABOUT MARSHALLTOWN WATER WORKS

Marshalltown Water Works (MWW) is dedicated to providing high quality drinking water to Marshalltown and the surrounding area, delivering an average of 6 MGD to its customers through 165 miles of water main.

We know that water is a valuable resource – one that plays a critical role in sustaining life, and we take our mission to protect public health seriously. At MWW, we are proud to be united by integrity, respect and the pursuit of excellence to be the best we can be for the customers and communities we serve. Together, the team at MWW uses science, technology, capital investments, and amazing talent to provide communities with clean, safe drinking water.

COMPENSATION:

Salary: \$57,000 – \$79,830 annually, depending on education and experience
40-hours/week, Monday – Friday 8am – 5pm
Competitive benefits package offered

ESSENTIAL FUNCTIONS:

- Supervises billing, cashier, and customer service staff.
- Review reports and records for accuracy.
- Recommends personnel actions such as promotions, discharges, and disciplinary measures.
- Assist with and provide backup for finance functions, such as daily deposits, AP processing, and payroll.
- Shares appropriate information with Director of Finance, other Managers and staff.
- Manages customer service and outreach, ensuring timely and professional responses to customer inquiries and concerns.
- Evaluates and directs billing, customer service, and data management procedures and resources; recommends needed changes to upper management.
- In coordination with the Distribution Manager, manages new customer service connection requests.
- Develops schedules, cost estimates and budgets for capital and non-capital projects.
- Obtains bids or quotes for equipment or services from outside providers in compliance with public bidding laws.
- Manages contracts, ensuring contractor is providing acceptable quality of work in compliance with contract scope and deadlines.
- Provides input on the development of strategic plans, capital improvement plans, and budgets.
- Develops and maintains cooperative working relationships with other governmental and regulatory agencies and various public and private groups.
- Performs other duties as required or assigned by management.

ESSENTIAL REQUIREMENTS:

- A minimum of five years' customer service experience.
- A minimum of three years' experience supervising or directing the work of other employees.
- Familiarity with basic principles of utility billing and accounting.
- Ability to provide work directions and advice, written and oral.
- Ability to direct and assist employees on projects, developments, design, and to resolve related problems.
- Ability to use effective verbal and written communication skills in responding to public concerns.
- Ability to accurately perform arithmetic calculations and mathematical functions.
- Knowledge of computer software applications including word processing, spreadsheets, and database programs.
- Ability to maintain confidentiality of company records.
- 96% minimum attendance required.

ESSENTIAL PHYSICAL DEMANDS:

- Ability to lift 50 pounds.
- Ability to remain seated for long periods of time.
- Frequently uses repetitive finger and hand movement.
- Occasionally reads charts and meters.

ENVIRONMENTAL CONDITIONS:

- Typical indoor office setting.

All the above duties and responsibilities are essential job functions subject to reasonable accommodation. All job requirements listed indicate the minimum level of knowledge, skills, and/or ability deemed necessary to perform the job duties, responsibilities or requirements. Employees may be required to perform any other job-related activities as directed by their supervisor, subject to reasonable accommodation.

To Apply: Submit completed MWW application, resume and cover letter to:
Pat Willey, Director of Finance
205 E State Street, PO Box 1420
Marshalltown, IA 50158
OR
pat@marshalltownwater.com

Download the MWW application from <https://marshalltownwater.com/employment>
or request by calling the MWW office at (641) 753-7913.

The position will remain open until filled.

For additional information, contact Marshalltown Water Works Director of Finance Pat Willey at 641-753-7913.