



CITY OF VERNON

Invites your interest for the position of **CUSTOMER SERVICE MANAGER**



The City of Vernon offers an outstanding career opportunity for an energetic leader and high caliber professional with tangible utility related experience, specifically in the areas of managing customer service billing, oversight of CSRs and meter readers, revenue record keeping and reporting to support the Customer Relations and Marketing Manager. If you are interested in this dynamic, fulfilling, and challenging opportunity, please apply online at www.cityofvernon.org by **Sunday, October 2, 2022**.

THE COMMUNITY

The City of Vernon is an industrial city of 5.2 square miles located about five miles to the southeast of downtown Los Angeles. Founded in 1905 as the first exclusively industrial city in the Southwestern United States (its residential population is approximately 250). Vernon currently supports approximately 2,000 businesses that employ approximately 50,000 people, serving as a vital economic region. Vernon offers an environment uniquely friendly to business and is home to many Fortune 500 companies in industries that include food and agriculture, apparel, steel, plastics, logistics and home furnishings. Vernon maintains strong philanthropic ties with the neighboring communities where much of its workforce lives, providing significant support for public services such as health care and education. The City is about to embark on aggressive plans for its future as it moves towards increasing its residential population. With Vernon's proximity to downtown Los Angeles and major regional and worldwide economic markets and industries, unique opportunities exist in the community to address regional housing shortages while establishing itself as an ideal place to both live and work.

The five members of the City Council are elected at large, on a non-partisan basis, for five-year staggered terms and, as a result of 2011 Charter amendments, no person may serve more than two full terms of office. The City's total budget for FY 2022-23 is approximately \$330 million (the General Fund budget is a little over \$70 million) with approximately 218 employees. Vernon continues on the path towards creating greater accountability and transparency with the goal to create a model government. Since 2011, Vernon has

undergone tremendous change. Through the City's implementation of more than 150 good governance reforms, Vernon – the city that has characterized itself as "Exclusively Industrial" for over 117 years – has firmly established itself as a model city for good governance.

THE PUBLIC UTILITIES DEPARTMENT

The City of Vernon Public Utilities Department (VPU) serves as an essential resource to the City's residents and business community, providing dependable, high-quality utility services at a significant cost savings compared to neighboring utility providers. The Public Utilities Department is a multiple award-winning utility, including the Diamond Level RP3 designation from the American Public Power Association, as well as recipient of the Safety Management Excellence Award from the American Public Gas Association. VPU is also uniquely positioned in the state of California, in that it is one of only two utilities in California that provides electricity, natural gas, water and fiber optic services. VPU is the only public utility in the state with a high-pressure natural gas transmission pipeline and is the 14th largest public gas system by volume in the US. VPU owns and operates a 138-megawatt natural gas-fired, combined-cycle power plant that provides local reliability in addition to vital in-basin generation.

Natural Gas volume served in 2021: 8,580,801 MCF.
Water volume served in 2021: 7,500 AFY to 1,000 customers.
Electric service peak load is 193 MW to 2,000 customers.
VPU enterprise budgets total an estimated \$240 million.

THE PUBLIC UTILITIES DEPARTMENT, cont.

VPU is working toward the goals of providing the lowest utility rates in California by 2030 and actively developing financial strategies to economically respond to electric and natural gas load growth, to continue to give Vernon businesses a competitive advantage while fostering responsiveness, sustainability, and the highest standards for reliability to the benefit of residents and businesses alike.

THE POSITION

The Customer Service Manager manages and provides oversight of the customer service functions for the Vernon Public Utilities; utility billing, lobby services to customers, oversight of customer service representatives, cashiering, electronic payments, banking, revenue records keeping and reporting, collections, and field services and meter reading, as assigned.

A complete description of the duties and responsibilities of this position can be found on the City's website at www.cityofvernon.org.

THE IDEAL CANDIDATE

The ideal candidate should be experienced in managing all functions associated with customer service billing, metering software, Time of Use, and support account needs: new service, upgrade, disconnects, supervise customer service representatives and address customer inquiries, as well as supporting and customer's facilities' upgrades.

This Manager will have increasing and significant autonomy to explore novel solutions to problems facing Vernon Public Utilities such as identifying customer needs and proposing solutions to implement new program offerings and incentives to ensure the city's economic development goals are being achieved, and meeting VPU's obligations under various legislative and regulatory mandates.

A successful Customer Service Manager will be able to develop and implement new customer information system (CIS) billing, review billing discrepancies and provide recommended solutions.

The ideal candidate is someone who is progressive and solutions-oriented and can develop and manage assigned work and projects through the lens of achieving City and utility goals. In addition, the ideal candidate possesses a dynamic, service-oriented personality with the capacity to process information quickly, responsively implement solutions and has the ability to communicate effectively.

REQUIRED TRAINING, EDUCATION AND EXPERIENCE

Bachelor's degree from an accredited college or university in Accounting, or related field; AND six years of customer service

experience, including two years of administrative and supervisory experience in field services, credit and collections, sales and or business retention, preferably for an electric, water and gas utility.

LICENSE AND CERTIFICATION REQUIREMENTS

A valid California State Driver's License is required.

COMPENSATION

The monthly salary range for this position is \$11,782 - \$14,321. Salary placement within the established salary range depends upon qualifications. The City offers a comprehensive benefits package and a 4/10 work schedule.

SELECTION PROCESS

Completed application materials will be reviewed and those whose qualifications best meet, or exceed, the requirements of the position and appear to best meet the needs of the City will be invited to participate in the selection process.

HOW TO APPLY

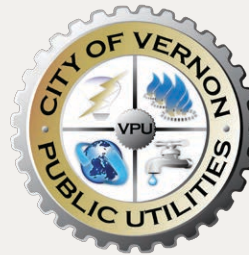
For an opportunity to work for an outstanding and progressive City committed to establishing itself as a model for good governance, please visit our website at www.cityofvernon.org and apply online.

The City of Vernon is an Equal Opportunity Employer.

REQUIRED APPLICATION MATERIALS INCLUDE

A resume, cover letter and completed City of Vernon online application. Resumes are not accepted in lieu of City applications.

Filing Deadline: Application materials must be submitted online, no later than Sunday, October 2, 2022.



If you have any questions, please contact Lisette M. Grizzelle, Senior Human Resources Analyst at (323) 583-8811 extension 166, or via email at lgrizzelle@cityofvernon.org

