



## AMI Customer Support Manager

### Water System-Customer Service

WCS/10-140

#### JOB SUMMARY

This position serves as Advanced Metering Infrastructure (AMI) Program Manager and is responsible for the end-to-end operations of the Advanced Metering Infrastructure system. This position analyzes the enhanced monitoring data, generates analytical reporting, and provides technical expertise to ensure continued AMI success.

#### MAJOR DUTIES

1. Supervise, hire, terminate, and discipline staff. Conduct performance evaluations; train staff; ensure employees follow policies and procedures; maintain a healthy and safe working environment.
2. Oversees the AMI Enhanced Monitoring Program. Monitor, analyze, and generate analytical reports of enhanced monitoring progress. Ensures departments initiatives of providing AMI enhanced monitoring services of 32,000 customer connections through AMI dashboard data management.
3. Develops recommendations for service level improvements regarding AMI practices and operations. Coordinate with AMI Customer Response Supervisor and other users to support end-to-end operation of the AMI system.
4. Provides highly technical support to AMI administrators and users related to system and equipment; Provides expertise of Meter Data Management System of AMI program for billing determinants, functionality configuration, and data delivery services.
5. Manages and promotes ongoing efforts of AMI Eye-On-Water self-service customer portal activity for customers to utilize the software's capabilities to monitor water consumption and proactive detection of unusual usage due to water leak impacts.
6. Oversees customer support operations including front counter cash handling, customer requests, account changes for new or termination of service, delinquent accounts, coordination with field technicians, etc. Oversees utility billing process meter data, calculating, generating, and printing water bills. Oversees mailroom operations including utility bill stuffing and mailing, including managing Postal One software.
7. Manages the overall health of the AMI system ensuring efficient performance and as designed. Analyzes and resolves AMI Meter Data Management System technical issues. Escalate issues as they arise to ensure system performance are within required limits.
8. Manages and performs assigned projects related to the AMI program, customer support and outreach, enhanced technology; develops and maintains detailed project plans; coordinates project deliverables and progress reports, responds to request for information from outside agencies; Metro North Georgia Water Planning District and County Administrator.
9. Provides technical assistance and information to development professionals, elected and appointed officials, County Administrator, County Attorney, public and other staff regarding complex water system development and plan-related information. Coaches and assists staff in providing this information.
10. Conducts in-service support training to all utility billing and customer support staff to AWWA Communication and Customer Relations Management standards.
11. Develops annual customer support and utility billing operations budget. Manages all billing operation service agreements and contracts for automated financial electronic imaging equipment for electronic deposits according to best accounting standards. Coordinates with County purchasing agents on billing equipment contracts.

## **KNOWLEDGE REQUIRED BY THE POSITION**

1. Knowledge of Advanced Metering Infrastructure systems and configuration, meter data management systems, utility billing software and content management, customer service and general office software and programs.
2. Knowledge of customer support, utility billing, and mailroom payment processing operations.
3. Knowledge of Water System operations and county procedures and policies.
4. Knowledge of generally accepted accounting principles, utility billing revenue collection, and financial electronic imaging for automated deposits.
5. Skill in program management, planning, organizing and implementation.
6. Skill in leadership, coaching, and training and management of personnel.
7. Skill in the provision of customer services relating to a utility; adhering to AWWA Communication and Customer Relations standards.
8. Knowledge of county policies and procedures.
9. Knowledge of computers and job-related software programs.

## **SUPERVISORY CONTROLS**

The Water System Business Operations Manager assigns work in terms of general instructions. The supervisor spot-checks completed work for compliance with procedures, accuracy, and the nature and propriety of the final result.

## **GUIDELINES**

Guidelines include county and department policies and procedures, county ordinances, and Environmental Protection regulations. These guidelines require judgment, selection, and interpretation in application.

## **COMPLEXITY/SCOPE OF WORK**

- The work consists of related administrative and supervisory duties. The time restraints with processes evolving concurrently with data to manage and analyze contributes to the complexity of the position.
- The purpose of this position is to develop, manage and analyze Advance Metering Infrastructure Solution data. Success in this position contributes to the department achieving the establish key performance indicators for device, flow and communication health.

## **CONTACTS**

- Contacts are typically with co-workers, elected and appointed officials, vendors, customers, and members of the general public.
- Contacts are typically to give or exchange information; resolve problems; provide services; and motivate and influence persons.

## **PHYSICAL DEMANDS/ WORK ENVIRONMENT**

- The work is typically performed while sitting at a desk or table or while intermittently sitting, standing, or stooping. The employee frequently lifts light and occasionally heavy objects.
- The work is typically performed in an office.

## **SUPERVISORY AND MANAGEMENT RESPONSIBILITY**

This position has direct supervision over the Customer Support Supervisor.

## **SPECIAL CERTIFICATIONS AND LICENSES**

- Possession of a valid State of Georgia driver's license (Class C) and a satisfactory Motor Vehicle Record (MVR) in compliance with County Safety and Loss Control Guidelines. Completion of the State of Georgia Department of

Transportation Defensive Driving Course and/or Emergency Vehicle Operation Certification within twelve (12) months of employment.

#### **ADA COMPLIANCE**

- Fayette County is an Equal Opportunity Employer. ADA requires the County to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.

#### **HIPAA COMPLIANCE**

- The Health Insurance Portability and Accountability Act of 1996, as amended, requires employees to protect the security of Protected Health Information (PHI) however it is obtained, handled, learned, heard or viewed in the course of their work.

#### **DRUG AND ALCOHOL COMPLIANCE**

- In accordance of Fayette County's Substance Abuse Policy of 1996, as amended, all job applicants offered employment will undergo testing for the presence of illegal drugs and alcohol as a condition of employment. In the course of employment, employees are subject to random, reasonable suspicion, post accident and routine fitness for duty testing for illegal drugs and alcohol abuse. Employees are prohibited to work under the influence, to possess, to distribute or to sell illegal drugs in the work place or abuse alcohol on the job. Confirmed positive is reason for denial of employment and/or termination.

#### **MINIMUM QUALIFICATIONS**

- Knowledge and level of competency commonly associated with completion of specialized training in the field of work, in addition to basic skills typically associated with a high school education.
- Experience sufficient to thoroughly understand the work of subordinate positions to be able to answer questions and resolve problems, usually associated with one to three years' experience or service.
- Possession of or ability to readily obtain a valid driver's licenses issued by the State of Georgia for the type of vehicle or equipment operated.