

Customer Service

Director

The Customer Service Director has responsibility for supervising and coordinating the administration of major financial services, receivables, budgets, and customer service. It is responsible for the following tasks:

- Prepares, implements, and manages the annual departmental budget.
- Provides day-to-day coordination and management of department activities.
- Formulates goals, objectives, and priorities for the department.
- Maintains internal accounting controls on all billing and collection activities.
- Prepares the budget package including budget guidelines, verifies initial department submittal, maintains the computerized budget program, assists in reviews with department heads, and prepares the budget document.
- Prepares the Capital Investments Plan package including capital investments plan guidelines, verifies initial department submittal, maintains the computerized Capital Investments Plan document, and prepares the Capital Investments Plan document.
- Staffs the City general information phone number.
- Supervises the Meter Reading division.
- Oversees the billing and collection of approximately \$6.9 million in property tax revenues.