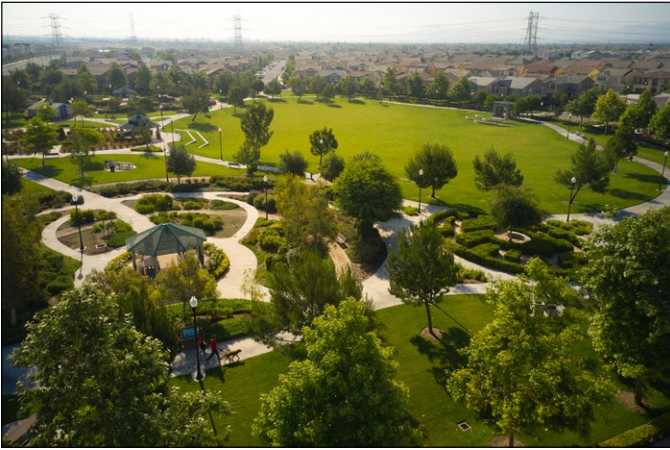




# Utilities Customer Service Director



ONTARIO  
**MUNICIPAL UTILITIES**  
COMPANY



## THE COMMUNITY

Ontario is a progressive city located in southwestern San Bernardino County in California, 35 miles east of downtown Los Angeles and 23 miles west of downtown San Bernardino. Located in the western part of the Inland Empire metropolitan area, it lies just east of Los Angeles County and is part of the Greater Los Angeles Area. The population is approximately 180,000. With sunshine and a temperate climate year around, greater Ontario is local to all things Southern California- from the mountains to sea, deserts to vineyards, and wide-open spaces; yet still close enough to urban centers, making the City a desirable destination. The City itself offers an array of restaurants and nightlife, an international airport, shopping, major sports venues, and semi-pro athletic teams.

The City of Ontario boasts all the amenities of Los Angeles and Orange Counties without the expense, hassle, and traffic. With a highly skilled workforce, reasonable lease rates, quality office and retail development, and more than 130 million square feet of industrial, manufacturing and distribution space, Ontario is an incredible community for business. Ontario is known as the “Gateway to Southern California.” With three major interstates, two railroads and the Ontario International Airport, the City of Ontario offers direct access from Los Angeles to the rest of California, and to North America.

## CITY GOVERNANCE

The City provides a full range of services to the community including Police, Fire, Management Services, Community Life & Culture, Community Development, Economic Development, Public Works and the Ontario Municipal Utilities Company. The City’s team is staffed with approximately 1,500 full-time and 300 part-time diverse and talented employees who work to support a common goal of providing excellent service to the community. The City of Ontario operates under the council-manager form of local government. The five members of the City Council are elected by the citizens as the legislative, policy-making branch of City government; and the City Manager is appointed by the City Council to implement policy and manage day-to-day operations. Beginning in 2024 & 2026, the City Council will be moving to District elections. Every even numbered year, either the Mayor and two Council Members or two Council Members, the City Clerk and City Treasurer stand for election. The Council Members also sit as the Commissioners of the Ontario Housing Authority.

**We invite you to learn more  
about the City of Ontario  
by reviewing the City’s  
website:**

**[ontarioca.gov](http://ontarioca.gov)**





## THE ONTARIO MUNICIPAL UTILITIES COMPANY

The Ontario Municipal Utilities Company (OMUC) provides water, recycled water sewer, recycling and environmental services to the citizens and businesses of Ontario, and strives to meet the Ontario City Council goals including, “focusing resources in Ontario’s Commercial and Residential neighborhoods,” and, “investing in the City’s infrastructure”. The Ontario Municipal Utilities Company does this through a comprehensive array of programs, activities, and services completed by Utilities Engineering, Utilities Operations, Environmental Programs, Water Production, Water Resources, Administrative Services and Integrated Waste Operations. The Utilities Company is committed to providing quality work and exceptional customer services to the residents and businesses of Ontario as well as protecting the health and welfare of the community by providing cost effective, safe and reliable services. The OMUC has 130 full-time employees and a budget of \$124 million.



Utilities Customer Service focuses on providing the highest level of customer service and meeting the ever-changing needs of the residents and businesses served. Utilities Customer Service is responsible for setting up new services, including billing and payment collection of Water, Sewer, and Integrated Waste services. The Customer Service group has 34 FTE with an additional eight (8) part-time employees.

### THE POSITION

The Utilities Customer Service Director plans, organizes, manages and provides administrative direction and oversight for all functions and activities of the Utilities Customer Service Division, including customer account maintenance, utility billing and revenue collection. This position performs professional level analyses related to the development and implementation of operational practices, coordinates assigned activities with other City agencies/departments, officials, outside agencies and the public, and provides highly responsible and complex professional assistance to the Assistant General Manager.

Knowledge and past experience working with or having been a part of a migration of a Customer Information System (OMUC implemented Harris Advanced Utility System) would be ideal, including dealing with assessments, system challenges, improvements and/or troubleshooting.

### THE IDEAL CANDIDATE

The ideal candidate will be a skilled communicator and have excellent interpersonal skills with the ability to provide information effectively, clearly, and openly to a wide range of audiences. This position requires an individual that is objective, creative, patient, and can be calm under pressure. The successful candidate will have a background in conflict management and resolution, political awareness and savvy, who understand the needs and benefits of public service and customer service. Solid experience in financial rules and practices, accounting, billing, expense/revenue flow, revenue collection, and transaction processes, as well as excellent understanding of standard customer service practices and procedures in how to deal with customers/residents, and train staff accordingly.

The selected candidate will be well versed in public utility services including knowledge of rates, start-up of services, and the handling of customer service complaints, challenges, and business efficiencies and process improvements. The ideal candidate will enjoy providing employee development opportunities and coaching, succession planning, and modeling a positive leadership style to a collegial, supportive, and hard-working staff.

#### Key Competencies and Characteristics

- » **Build trust** – Be able to provide clear and comprehensive information to the public. Be transparent and be a resource to tell a difficult story when necessary.
- » **Be a resource** – Be present and approachable so stakeholders can be sure that the data and documentation is current and accurate. Work collaboratively with others to expedite answers and provide context for issues.
- » **Be a bridge** – Be a connecting point to get people where they need to go.
- » **Anticipate needs and monitor feeds** – Be approachable and customer service-centric. Anticipate community and staff needs to assist in better preparing responses for successful outcomes.

## Qualification Guidelines

Any combination of education and/or experience that provides the required knowledge, skills, and abilities to perform the essential functions of this position may include:

- » Equivalent to a bachelor's degree from an accredited college or university with major coursework in public or business administration, finance, accounting or a closely related field.
- » Eight (8) years of increasingly responsible administrative experience in customer account management and billing.
- » Two (2) years of supervisory and/or management experience.

## SALARY AND BENEFITS

**The salary range for the Utilities Customer Service Director is \$130,832 - \$174,096.**



The City of Ontario values the health and wellness of our employees and their families. We understand benefits are an important part of your total compensation and we take pride in offering a comprehensive benefit package. Please check out our excellent benefit packages here [www.ontariocityemployees.org](http://www.ontariocityemployees.org).

Employees in this classification are under the Department Head Compensation and Benefits Profile. For a list of benefits for Department Head employees, please click here [2023 DH and AOME Benefit Summary Guide](#).

## APPLICATION AND RECRUITMENT PROCESS

**The final filing date is Friday, March 15, 2024.**

To be considered, please submit a resume, cover letter, and five work related references (who will not be contacted in the early stages of the recruitment) to: <https://koffassociates.com/utilities-customer-service-director/>

Resumes should reflect years and months of positions held, as well as size of past organization(s).

For more information, contact:



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[Frank\\_Rojas@ajg.com](mailto:Frank_Rojas@ajg.com)

Website: <https://koffassociates.com/>

Resumes will be screened based on the criteria outlined in this brochure. Candidates with the most relevant qualifications will be given preliminary interviews by the consultant. Koff & Associates will report the results to the Agency. The Agency will then select candidates to participate in panel interviews. Extensive reference and background checks will be completed on the selected candidate.

