



City of Winter Haven, FL Employment Opportunity Utility Customer Services Manager

Centrally located between Tampa and Orlando, a growing, business and family friendly community seeks a highly energetic, self-motivated professional leader to manage the planning and performance of utility customer account and payment service operations and staff. Under the guidance of the Utility Services Director, the Manager will:

- develop and maintain customer-centric policies, processes, and workplace culture well aligned with the City's mission, vision, values and Smart City technology objectives, and
- be responsible for the day-to-day operations, coaching and development of customer service team members whose primary function is to receive and process requests, investigate complaints, and resolve problems for all customers who walk-in or telephone.

City of Winter Haven

Population: 42,828 (serve 70k+)
FY2019 Budget: \$136.8 million
Ad Valorem Tax Rate: 6.7900 mills
Number of Employees: 504

Our Mission: Enriching lifestyle through exceptional service.

Our Vision: To be the best City through the relentless pursuit of excellence.



The candidate of choice will be a proactive customer service oriented visionary with knowledge of municipal utility operations, policies, and ordinances; an effective communicator and problem solver equipped with the ability and skill to adjust and adapt in the approach to various situations and issues, and a sound judgment and decision maker. Also evident will be a well-rounded and balanced business and customer service practice background, coupled with sound management and team building experience.

UTILITY SERVICES



Committed to public service, our team strives to understand your needs, deliver friendly assistance, and make your experience with us a simple one. We work to provide exceptional water supply and treatment services to ensure the health and safety of our residents and sustainability of our essential resources.

Education and training requirements are possession of a Bachelor's degree in public administration, business, accounting or a finance related field with five (5), and preferably ten (10), years of increasingly responsible customer service, billing and collection and/or accounting experience including some of which has been in a supervisory and managerial capacity.

To be considered, a candidate will need a combination of education, training and experience that provides the knowledge, skills, and abilities required for this position.

In exchange for quality and dedicated service, the City offers a competitive salary ranging from \$65,000 to \$89,000, which is negotiable depending on qualifications and experience, and an excellent fringe benefit package inclusive of paid leave, health insurance and an employer contributory 401(a) Plan.

A comprehensive background investigation and post-offer physical examination is required of the chosen candidate.

Apply online at: <https://www.mywinterhaven.com/current-job-postings/>

For more information on this position contact:
Ms. Shawn Dykes, Human Resources Manager
City of Winter Haven
sdynes@mywinterhaven.com
(863) 291-5650

Under Florida law, once submitted all applications are a public record.

This position will remain open until filled.

Utility Services

FY2019 Budget: \$43 million
Number of Employees: 103

Water Plants: 9
Wastewater Treatment Plants: 2

Service Area: 78 square miles
Water Accounts: 37,570 Total
33,990 Residential
3,280 Commercial

Equal Opportunity Employer that Values Workforce Diversity