

CITY OF COLTON

PURCHASING AND CUSTOMER SERVICE MANAGER

DEFINITION:

Under the direction of the Management Services Director, oversees, coordinates and participates in the operations and services of the City's Purchasing, Central Stores and Customer Service functions. Coordinates related activities with other City divisions, departments, and outside agencies.

DISTINGUISHING CHARACTERISTICS:

The **Purchasing and Customer Service Manager** is a single class supervisory level position responsible for directing the work of the Purchasing and Customer Service functions of the Management Services Department. This class is distinguished from other classes in these functions which perform more limited duties within established guidelines.

SUPERVISION EXERCISED:

Exercise direct supervision over assigned technical and clerical staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Supervise the Purchasing and Central Stores operation: Plan, coordinate, prioritize, monitor and participate in the purchasing of commonly used materials, supplies, equipment and services by the City.
- Administer applicable contracts; review and approve purchase orders for completeness, accuracy and compliance with purchasing and budgetary policies and procedures; ensure effective inventory control and issuance of materials, equipment and supplies.
- Develop, recommend and implement ordinances, procedures, objectives, policies and priorities for the Purchasing and Central Stores function.
- Draft and write specifications, contracts, bonding requirements, purchase orders and other documents as necessary.
- Develop and implement formal and informal bidding policies; develop bid documents and bid analysis; compose and prepare agenda report; and recommend and /or award contracts or purchases in accordance with City code, laws and policy.
- Plan, coordinate, prioritize, monitor and participate in the work of staff responsible for customer service and billing.
- Develop, recommend and implement policies and procedures for the Customer Service function.
- Investigate and analyze customer accounts and initiate suspension of services; collect delinquent accounts; review documentation and records to determine feasibility of collection actions.
- Oversee the work of assigned staff; monitor work activity to ensure proper work practices, work quality and accuracy; ensure compliance to applicable rules, policies and procedures.
- Selects and initiates training for assigned personnel; assume responsibility for motivating and evaluating personnel; initiate disciplinary procedures as appropriate.

- Develop annual budget for Purchasing and Central Stores and Customer Service functions; monitor monthly expenditures and make or recommend adjustments to the budgets as necessary.

WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. Occasional lifting up to twenty-five pounds such as files, stacks of papers and reference books. The position also requires grasping, repetitive hand movement, and fine coordination in preparing reports using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work-related documents. Acute hearing is required when providing phone and counter service.

QUALIFICATIONS:

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a Purchasing and Customer Service Manager. A typical way of obtaining the required qualifications is to possess the equivalent of four years of professional purchasing experience. A Bachelor's Degree in Business Administration, Marketing, Accounting or a related field is required. A CPM certification is highly desirable.

License/Certificate:

Possession of a valid class "C" California driver's license.
Possession of a Bachelor's degree.

KNOWLEDGE/ABILITIES/SKILLS:

Knowledge of:

Principles and practices of purchasing administration and inventory control for a government agency.
Methods and techniques of statistics.
Complex principles and practices of customer service and billing practices.
Applicable Federal, State, and local laws, codes and regulations.
Modern office equipment including a computer and applicable software.
Methods and techniques for basic report preparation and writing.
Market conditions, current prices, trade names and brands relating to purchasing for a municipality.
Sources and types of materials, equipment and supplies used by a municipality.
Sources of supply and methods of securing competitive bids.
Principles of supervision and training.
Methods and techniques for record keeping.

Ability to:

Deal with a variety of diverse personalities.
Select, train, supervise and evaluate staff.
Effectively handle a variety of assignments simultaneously.
Analyze and evaluate data and prepare comprehensive reports and studies.

Communicate clearly and concisely.

Plan, organize and coordinate the City's purchasing and customer service operations.

Analyze and evaluate new and existing service delivery methods and standard operating procedures.

Advise management on procedural processes and the administration of contracts and purchasing projects.

Establish adequate inventory control and stock replacement procedures.

Operate office equipment.

Prepare oral presentations and written reports.

Collect, compile and analyze information and data.

Courteously respond to organizational and applicant issues, concerns and needs.

Work independently.

Understand and follow instructions.

Establish and maintain effective working relationships.

Skill to:

Operate computer and applicable software.

Effectively operate a motor vehicle on City streets.

APPROVED BY COUNCIL: