



Job Title: Customer Service Manager
Department: Customer Service
Reports to: Director of Underwriting and Customer Service

Position Summary:

Directly manages the customer service staff and works closely with all customer-facing functions to provide an exceptional customer experience. This leadership role is focused on leading and developing a forward thinking, customer-focused team that is knowledgeable in multi-department processes to meet customer service goals; resolving problems for customers; and committed to the accuracy of information provided to customers. Position will have responsibility and authority for the premium and deductibles billing process, internal/external collections process and related customer service and oversight of supporting information system(s).

Essential Functions:

- Manage staff and develop/oversee processes related to premium related department functions of billing policy premiums and deductibles, management of adjustments, credits, refunds, invoice generation, provision of policy documents, and customer service quality control.
- Develop appropriate policies and procedures and internal controls to prevent premium leakage and potential fraud. Ensure compliance with all regulatory servicing requirements.
- Minimize account balances required to be referred for external collections.
- Manage staff and develop/oversee processes related to internal and external collections of all policy premiums and deductibles, including establishment of policies, procedures and timelines, development and maintenance of internal collections communications, and monitoring of collections vs. targets.
- Monitor and verify that system is correctly interfacing with other systems to ensure accurate system information is provided to customers. Identify required system modifications necessary and work with IT to ensure properly tested and implemented.
- Analyze, evaluate and improve processes to meet or exceed industry standards.
- Proactively identify issues and initiate processes or protocols to help avoid undesired



situations throughout all areas of accountability.

- Develop and oversee system training for department and other staff.
- Establish appropriate standards and metrics related to Service Excellence. Identify, advocate for and implement tools necessary to achieve standards. Educate and train staff.
- Interface with agents and policy holders to monitor performance and insure policies aren't put at risk due to customer service-related issues.

Job Qualifications

Education:

Bachelor's Degree from an accredited college or university in a related discipline. Relevant experience considered in lieu of education.

Experience:

5 years of directly related experience, preferably in workers' compensation; at least 2 years of management responsibility.

Required Skills/Abilities:

- Ability to partner with internal and external stakeholders
- Ability to work independently, lead teams and mentor staff
- An effective supervisor who delegates work appropriately, communicates expectations and empowers team members to successfully complete work projects
- Familiarity with Fair Debt Collections Practices Act and bankruptcy laws and experience with internal controls
- Customer service orientated with excellent customer service skills
- Excellent verbal and written communication
- Ability to identify problems, recommend and implement solutions

Specialized Knowledge, Licenses, etc.:

- Strong knowledge of MS Office (Word, Excel, PowerPoint, Outlook)
- Commercial Billing and Collections System
- Knowledge in basic accounting
- CIC, CISR, CPCU or ICE designations preferred



Values and Mission:

Adheres to New Mexico Mutual's values and mission by demonstrating Service Excellence, Trust, Ownership, One Team and Boldness in thought and action.

Positive Attitude:

Develops and maintains positive working relationships with team members, customers, co-workers and management by demonstrating effective communication and collaborative skills.

Working Conditions:

- **NEW MEXICO MUTUAL** maintains general office conditions with light physical demands.
- Employees of **NEW MEXICO MUTUAL** adhere to all safety rules and regulations including building security.
- Employees participate in ensuring safe and efficient operating conditions that safeguard employees and facilities.
- **NEW MEXICO MUTUAL** maintains a drug free environment; drug testing prior to employment as well as upon a work-related accident.
- Exposure to VDT screens.