



65 S. ROOP STREET * SUSANVILLE, CA * 96130
(530) 257-4174 * FAX (530) 257-2558

CUSTOMER SERVICE MANAGER

Salary Range: \$92,270.79 - \$129,178.12

Application Deadline: April 9, 2026

Lassen Municipal Utility District (“LMUD”) is seeking qualified applicants for the position of **Customer Service Manager**:

This position plans and coordinates the District’s customer service, billing and collection services to ensure maximum utilization of human, material and financial resources while promoting good public relations.

Typical Duties Include:

- Manage all customer relations functions to ensure efficient, quality, timely and reliable responses to customer needs;
- Manage collection activities to ensure protection of the District’s accounts receivables;
- Selection, training and evaluation of department personnel;
- Produce timely and accurate daily, monthly, quarterly and annual statistical reports as required for the Customer Service and Accounting departments;
- Develop departmental budget;
- Coordinating with IT Department on system updates;
- Planning and completion of special projects as delegated.

Requirements:

- Bachelors’ degree in Business Administration or a related field preferred.
- Two or more years of supervisory experience, with a minimum of five years of relevant experience in the Customer Service field.

LMUD is based in Susanville, CA, and serves approximately 10,500 electric customers. LMUD offers excellent health benefits and retirement plans.

Interested individuals must submit an LMUD Employment Application and a current resume to:

Human Resources
Lassen Municipal Utility District
65 S. Roop Street
Susanville, CA 96130

Applications and a complete job description may be obtained from our website at www.lmud.org or from the District Office at 65 South Roop Street, Susanville, CA, 96130.

Please submit Application and Resume by 4:00 p.m. on Thursday, April 9, 2026.