

CUSTOMER SERVICE SUPERVISOR

DEFINITION

Under general direction, plans, schedules, assigns, reviews and supervises the work of staff performing customer service duties within the Customer Service section; plans, and coordinates comprehensive customer service, account billing, and processing of utility payments; coordinates activities with other divisions; ensures staff produce high work quality and adhere to established policies and procedures; performs the more technical and complex tasks relative to assigned area of responsibility; provides complex staff assistance to management staff in areas of expertise; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from assigned management personnel. Exercises direct supervision over technical and administrative support staff.

CLASS CHARACTERISTICS

This is the full supervisory-level class in the Customer Service series that exercises independent judgment on diverse and specialized account set-up, billing, and utility payment processing, with accountability and ongoing decision-making responsibilities associated with the work. Incumbents are responsible for planning, organizing, supervising, reviewing, and evaluating the work of staff and for providing technical support to management in a variety of areas. Performance of the work requires the use of independence, initiative, and discretion within established guidelines.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations where appropriate so qualified employees can perform the essential functions of the job.

- Plans, organizes, assigns, supervises, and reviews the work of Customer Service staff in the Customer Service unit; trains staff in work procedures; evaluates employee performance, counsels employees, and effectively recommends initial disciplinary action; assists in selection and promotion.
- Participates in the development of goals, objectives, policies, and procedures for assigned services and programs; recommends and implements policies and procedures including standard operating procedures for assigned operations.
- Monitors activities of the Customer Service section; identifies opportunities for improving service delivery and procedures; provides recommendations concerning process changes and reviews with appropriate management staff; implements improvements.
- Coordinates assigned services and operations with those of other groups, sections, and outside agencies.
- Participates in annual budget preparation; identifies resource needs and prepares detailed cost estimates with appropriate justifications; monitors expenditures.
- Provides staff assistance to management; prepares and presents staff reports and other written materials; supervises the establishment and maintenance of reports, records, and files.

- Resolves complex customer questions and provides information to the public; investigates and responds to complaints and inquiries from citizens, other sections, and outside agencies; implements corrective actions to resolve issues.
- Supervises and approves customer adjustments, variances, appeals, and related issues; reviews and approves adjustments to customer accounts to correct errors or resolve escalated disputes.
- Programs rate changes and adds new users to the utility billing system consistent with District security guidelines; establishes user permissions and setup credentials for customer portals and related activities; assists with evaluation, testing, and implementation of new processes to streamline and increase efficiency related to accepting and processing payments; oversees systems changes.
- Coordinates, schedules, and collaborates with field staff to address special customer needs.
- Maintains files, databases, and records related to billing, operations, and programs; prepares a variety of written reports, memoranda, and correspondence.
- Develops and maintains relationships with outside agencies and implements programs to successfully reduce bad debt; works with collection agencies to improve efficiencies; sets up procedures and provides reporting documents on a variety of state and local programs.
- Represents the District in meetings with members of other public and private organizations, community groups, contractors, developers, and the public.
- Ensures staff observe and comply with all District and mandated safety rules, regulations, and protocols.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, discipline, and the training of staff in work procedures.
- Principles and practices of leadership.
- Principles and techniques for working with groups and fostering effective team interaction to ensure teamwork is conducted smoothly.
- Basic principles and practices of budget administration and monitoring.
- Principles, practices, methods, and techniques of effective customer service.
- Methods, procedures, and practices and terminology used in billing and financial recordkeeping.
- Basic methods in the operation for domestic, reclaimed, and agricultural water distribution systems and facilities.
- Applicable federal, state, and local laws, rules, regulations, and organizational procedures relevant to fees, billing, and account maintenance.
- District and mandated safety rules, regulations, and protocols.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Modern equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.
- The structure and content of the English language, including the meaning and spelling of words, rules of composition, and grammar.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Select and supervise staff, provide training and development opportunities, ensure work is performed effectively, and evaluate performance in an objective and positive manner.
- Understand, interpret, and apply all pertinent laws, codes, regulations, policies and procedures, and standards relevant to work performed.
- Identify problems, research, and analyze relevant information, and develop and present recommendations and justification for solutions.
- Perform the most complex and technical tasks of the work unit including researching and resolving billing errors and to prepare and review adjustments to customer accounts.
- Work under steady pressure with frequent interruptions and a high degree of customer and public contact by phone or in person.
- Communicate fairly and objectively with customers; troubleshoot and find solutions to resolve customer issues.
- Respond to complaints or inquiries from citizens, staff, and outside organizations.
- Prepare clear, effective, and accurate reports, correspondence, and other written materials.
- Maintain accurate logs, records, and written records of work performed.
- Independently organize work, set priorities, meet critical deadlines, and follow-up on assignments.
- Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
- Effectively use computer systems, software applications relevant to work performed, and modern business equipment to perform a variety of work tasks.
- Communicate clearly and concisely, both orally and in writing, using appropriate English grammar and syntax.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Education:

Equivalent to completion of the twelfth (12th) grade supplemented by specialized college level course work in accounting, computer science, business or public administration or a related field.

Experience:

- Five (5) years of increasingly responsible experience in customer service/billing, including two (2) years in a supervisory or lead capacity.

Licenses and Certifications:

- None.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

ENVIRONMENT

Standard office setting; frequent interaction with District staff and the general public.

PHYSICAL

- Level One

Incumbents require sufficient mobility to work in an office setting; stand or sit for prolonged periods of time; operate office equipment including use of a computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information.

VISION

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.

HEARING

Hear in the normal audio range with or without correction.