



CUSTOMER SERVICE SUPERVISOR 1 / 2

DEFINITION

Under general direction, plans, organizes and directs office and field activities relating to the maintenance and updating of customer accounting and billing records, including directing all activities relating to customer accounting, meter reading, collections, and customer relations; and performs other related work as required.

DISTINGUISHING CHARACTERISTICS

Customer Service Supervisor 1 is the first level in the customer service supervisor series. At this level, the incumbent performs supervisory work involving the customer accounting, meter reading, collections, and customer relations. The incumbent performs the full range of more routine, day-to-day work tasks under closer supervision, while learning and demonstrating ability to perform the more complex activities, and has less latitude for independent action.

Customer Service Supervisor 2 is the experienced, journey-level in the customer service supervisor series. At this level, the incumbent performs the full range of routine and complex field and office supervisory tasks, while exercising more discretion and independent judgment within established guidelines. It is expected that the incumbent will analyze complex operations and make recommendations to implement systemic improvements, and provide high-level advice to the department manager regarding the customer service function and its District impact.

This class is flexibly staffed. Upon recommendation of the department manager and approval of the General Manager, the incumbent Customer Service Supervisor 1 may advance to Customer Service Supervisor 2, after meeting the desirable qualifications for the higher level contained herein, and demonstrating sustained performance at the higher level.

This class reports to the Finance and Administration Manager.

TYPICAL TASKS - *Positions in this class may perform any or all of the below listed duties. These should be interpreted as examples of the work, and are not necessarily all-inclusive.*

1. Oversees the cashier function, including the receipt and balancing of cash deposits before bank pickup; administers the District's petty cash fund; resolves electronic fund transfer and automatic bill payment matters with banks and customers.
2. Reviews computer history of water usage, verifies arithmetic calculations and authorizes any required billing adjustments or payment extensions; initiates and/or reviews input forms and computer processed transactions impacting customer accounting records.
3. Interprets and explains District water service, billing, and collections policies to customers and helps resolve their complaints; inputs and retrieves information from the customer accounting data base; keys in new meter installations to create accounts in computer.



4. Monitors the meter reading program to ensure it stays on schedule; approves and assigns turn-ons and turn-offs of water service; reviews meter reading statistics and records prior to submission for computer entry.
5. Deals with irate individuals over delinquent accounts or service turn-offs; writes/signs letters to customers regarding billing or collections problems; negotiates payment plans under extenuating circumstances; prepares accounts for referral to outside collection agencies or write-off.
6. Supervises the central switchboard system and District receptionist function; ensures adequate coverage and appropriate referral of incoming calls.
7. Establishes and maintains work standards for quality and quantity of work with an emphasis on good customer service and reduced complaints; develops and recommends improvements to work flow, internal procedures, or forms design and usage.
8. Prepares the annual budget for the work unit; estimates staffing, equipment and supply needs based upon recent trends and planned activities; monitors expenditures after budget adoption; approves purchase requisitions.
9. Interviews and hires new staff; prioritizes, assigns and reviews work, approves time off for payroll purposes, and prepares and reviews employee performance evaluations.
10. Plans and implements a comprehensive customer service program for the District; conducts studies and analyses of complex operations and recommends and implements systemic improvements; advises the department manager on matters pertaining to the District's customer service function and the impact on District operations.
11. Performs other related work as required.

DESIRABLE QUALIFICATIONS -

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

Education: Possession of an Associate of Arts degree from an accredited college or university with a major in business or office management.



Experience: For Level 1: five years of full time experience interpreting and enforcing complex regulations and policies and resolving customer complaints, at least two of which was in a lead capacity directing the work of others. For Level 2, three years of full time experience as a Customer Service Supervisor 1 with the District or its equivalent, and demonstration of sustained performance at the higher level, including independently planning and supervising a comprehensive customer service program for the District, initiating complex analyses and studies; recommending and implementing systemic changes; and advising the department manager on matters pertaining to the District's customer service function having District-wide impact.

Knowledge, Skills, and Abilities

Knowledge of: Principles, procedures and methods used in customer accounting and utility billing; principles and practices of good customer relations and complaint resolution; uses and capabilities of computerized accounting and billing systems; modern office practices and procedures; modern principles of supervision and personnel management; budget administration; elements of procedure analysis and work improvement methods. Skill in: Operating a personal computer. Ability to:

Plan and implement a comprehensive customer service program; supervise and review the work of clerical and collections employees; develop and revise office procedures; oversee the processing of customer transactions and records; train others in the use of new procedures; resolve customer complaints tactfully; make arithmetic computations with speed and accuracy using a 10-key adding machine or calculator; communicate effectively, both orally and in writing; maintain detailed and accurate records; initiate and conduct complex analyses and studies; prepare clear and concise written reports; advise the department manager on customer service matters having District-wide impact; establish and maintain good working relationships with those contacted in the course of the work.

Working Conditions/Physical Requirements: On a continuous basis, sit at a desk for long periods of time in front of a computer screen; intermittently twist to reach equipment or supplies surrounding desk; perform simple grasping and fine manipulation; use telephone and computer keyboard on a daily basis.

Other Requirements: None.

Adopted: 12/82

Revised: 01/01

Revised: 01/04

Approved: ___ Human Resources Manager