



May 2022

FLSA: EXEMPT

CUSTOMER SERVICE SUPERVISOR

DEFINITION

Under general supervision, performs complex and difficult paraprofessional duties in the preparation, maintenance, and processing of customer accounts, payments and billing procedures. Oversees and recommends policies and procedures for customer service and related activities for utility accounts, citations, special event and other fee collections, general cashiering functions and other customer service related activities as assigned.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Finance Director or designee. Exercises supervision over professional, technical, and administrative support staff as assigned.

CLASS CHARACTERISTICS

This is a mid-management classification that manages professional-level customer service activities in the Finance Department. The incumbent organizes and oversees assigned customer service functions related but not limited to utility accounts, utility billing, facility rentals, tax payments, deposit payments and processing, and cash drawer operations. This position is responsible for designing, documenting and implementing policies and procedures related to assigned tasks.

EXAMPLES OF ESSENTIAL 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 so that qualified employees can perform the essential functions of the job.

- Plans, manages, and oversees the daily operations, and activities of assigned department functions, including preparing, monitoring, forecasting, and analyzing financial and operational information, financial and transactional processing, reporting, and record keeping.
- Participates in the development and implementation of goals, objectives, policies, and priorities for customer service functions.
- Makes recommendations on standardizing procedures and methods to improve and continuously monitor the efficiency and effectiveness of assigned programs, service delivery methods, and procedures; assesses and monitors workload, administrative and support systems, and internal reporting relationships; identifies opportunities for operational improvement.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees on performance issues; recommends discipline to the Director or designee.
- Works with field staff from the utilities department on an ongoing basis to facilitate meter reads, meter read error checks and scheduling of meter turn on/offs, meter checks, replacements and general follow up.
- Deals with customer complaints that are elevated from customer service window staff and recommends resolutions to the Director or designee.

- Performs duties of a disaster services worker in event of an emergency.
- Performs related duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of public utility customer account management, billing preparation and legal aspects pertaining to customer account setup, closeout, collection/lien processing for delinquent accounts and connection shutoffs.
- Customer service window management including staff scheduling, waiting line efficiencies and procedural customer response.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Applicable Federal, State, and local laws, codes and regulations concerning the operation of the assigned customer service functions.
- Organization and management practices as applied to the development, analysis, and evaluation of programs and operational needs of customer service functions.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned division.
- Understanding of the creation, implementation and enforcement of standards, policies and procedures.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Manage and monitor complex projects, on-time and within budget.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Interpret, apply, explain, and ensure compliance with related Federal, State, and local policies, procedures, laws, and regulations.
- Evaluate and develop improvements in operations, procedures, policies, or methods for customer service functions.
- Prepare clear and concise reports, correspondence, policies, procedures, and other written materials.
- Analyze, interpret, summarize and present technical information and data in an effective manner.
- Effectively represent the department and the City in meetings with governmental agencies, community groups, and various businesses, professional, and regulatory organizations, and in meetings with individuals.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and harmonious working relationships with those contacted in the course of work.
- Most importantly, provide a high level of customer service to City residents and stakeholders.

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:

Graduation from an accredited four-year college or university with major coursework in accounting, finance, business, law, hospitality, management or public administration. (*Graduation from an accredited two-year college with a degree in accounting, finance, business or a related field is acceptable if accompanied by two additional years of qualifying work experience.*); five (5) years of related experience (i.e., customer service involving direct interaction with the public, customer billing, citation administration, tax collection, or other experience consistent with this position); specialized experience in citation/regulatory cashing and utility billing; and three (3) years of supervisory experience involving direct oversight of staff.

Licenses and Certifications:

- Valid California class C driver's license with satisfactory driving record and automobile insurance.
- Certifications in water or wastewater (any level) desirable.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, be able to operate a motor vehicle to visit various City and meeting sites, possess adequate vision to read printed materials and a computer screen and possess sufficient hearing and speech to communicate in person, before groups, and over the telephone. This position includes sedentary activities but standing in work areas and walking between work areas will be required. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push and pull materials and objects weighing up to 25 pounds.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.