

Staff Report

Subject: Approval and publication of new job titles and job descriptions for Customer Support

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Department: Human Resource Services

Meeting Date: August 5, 2025

Item Description: Approval and publication of new job titles and job descriptions for Customer Support

Summary Recommendation: Staff request authorization to approve and publish new job titles and job descriptions for Customer Support

Executive Summary/Background

Customer Support Manager: Under the direction of the County Manager, this classification provides management leadership to the Customer Support Center, focusing on the establishment, maintenance, billing, and collections of utility and sanitation accounts for wholesale, retail, and development customers. The position involves a range of management and supervisory responsibilities for customer support representatives. The position requires intensive customer interactions and services, as well as a high level of problem-solving and customer service skills under stress and adverse circumstances. Provides information and assistance to internal and external customers.

Customer Support Representative I: Under the supervision of the Manager of the Customer Support Center, performs a variety of customer service, cashier/teller services, and clerical duties in support of billing and collecting utility and sanitation payments, as well as providing information and assistance to customers. Provides information and assistance to internal and external customers. Requires the ability to provide accurate, timely, and courteous problem-solving and customer service under stressful and adverse circumstances.

Customer Support Representative II:

Under the supervision of the Manager of the Customer Support Center, performs a variety of customer service and clerical duties related to the establishment, maintenance, billing, collecting utility and sanitation payments, and providing information and assistance to customers. Provides information and assistance to internal and external customers. Requires the ability to provide accurate, timely, and courteous customer service under stressful and adverse circumstances.

Alternatives for Commission to Consider

1. Approve the job descriptions and authorize publication and distribution.
2. Disapprove of the job descriptions and guide staff.

Recommended Alternative: Staff recommend Alternative 1.

Other Alternatives: None.

Department Review: County Manager, Customer Support, and Human Resource Services.

Funding Source: Approved FY26 Budget

Attachments:

- 1) Customer Support Manager Job Description
- 2) Customer Support Representative I Job Description
- 3) Customer Support Representative II Job Description