



JOB DESCRIPTION

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

Customer Service Supervisor

Department: Finance

Pay Grade: 19

FLSA Status: Exempt

JOB SUMMARY

Responsible for performing supervisory and administrative functions in support of customer service.

An employee in this class supervises customer service representatives in day-to-day activities. This employee is primarily responsible for the administration of customer service-related issues, handling complaints, researching problems, making account adjustments or corrections. Work involves maintenance of the customer account database. Employee also performs occasional general office work such as filing, operating copying machines and computer terminals, and answering the telephone. Work involves coordination with other departments within the City and public contact functions which requires considerable tact and courtesy. Work is performed according to standard procedures, but the employee is expected to use some initiative and independent judgment in accomplishing assigned objectives. Work involves leading the Customer Service division with daily tasks such as, account maintenance, collections, and problematic situations. The Customer Service Supervisor will support and promote the City's commitment to service excellence while striving to maintain high morale and a positive culture in the customer service team. The position must be able to act independently and proactively in order to identify and troubleshoot problems and bring issues forward to appropriate staff. Work is performed under supervision of the Finance Director and is evaluated through observation and review of work completed.

ESSENTIAL JOB FUNCTIONS

- Oversees, and participates as needed, in setting up and maintaining customer accounts, and the other daily activities of the customer service team.
- Receives, researches, and responds to the more difficult or complex customer inquiries and problems.

- Receives and responds to staff and customer queries on billings, meter readings and other customer service issues. Researches, interprets, and analyzes account history to resolve questions. Handles customer questions and/or complaints in an efficient and friendly manner. Resolves problems requiring immediate attention, and verifies that underlying systematic or process issues have been addressed.
- Oversees cash handling and the daily balancing of all cash drawers and deposits.
- Utilizes computerized data entry program to enter, update, store and/or retrieve information as requested or otherwise necessary. Establishes and maintains a variety of electronic and tangible files, filing and retrieving information as requested or otherwise necessary.
- Verifies accuracy and completeness of customer accounts and databases.
- Supports and provides backup as needed to water billing and or collections departments.
- Answers telephone and assists customers.
- Coordinates customer account processes with other departments and outside organizations in a team environment.
- Responsible for training of customer service staff.
- Research and prepare special reports for management as requested.
- Performs related duties as required.

QUALIFICATIONS

Education and Experience:

Bachelor's degree in a related area; and five (5) years of work-related experience; or an equivalent combination of education and experience.

Special Qualifications:

- Possession of a valid driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

Knowledge, Skills and Abilities:

- Skills in the application of the City's personnel policies, supervisory principles and motivation techniques.
- Skills in performing complex mathematical calculations and accounting functions.
- Skills in the processes and procedures of effective budgeting and auditing.
- Skills in oral and written communication; good organizational skills.
- Skills in analytical decision-making, good judgement and problem solving skills.
- Ability to establish and maintain effective working relationships with the general public, vendors and employees.
- Ability to train and provide technical assistance to all levels of city staff.
- Ability to interact and effectively communicate with people from diverse backgrounds, with a focus on teamwork and problem solving.
- Ability to interpret and apply regulations, policies and laws.
- Ability to manage and prioritize projects and meet deadlines.

PHYSICAL DEMANDS

Work in this classification is defined as light work requiring the physical exertion of up to 10 pounds of force occasionally and a negligible amount of force constantly to move objects. Physical demands require climbing, crouching, crawling, standing, walking and lifting. Vocal communication is required for responding to inquiries, expressing or exchanging ideas by means of the spoken word; hearing is required to perceive information at normal spoken word levels. Visual acuity is required for extensive reading, to prepare and analyze written or computer data, determine the accuracy and thoroughness of work, and observe general surroundings and activities.

WORK ENVIRONMENT

Work is primarily performed in an office with a controlled environment without exposure to harmful conditions.

The City of Hendersonville has the right to revise this job description at any time. This description does not represent in any way a contract of employment.