



## 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 Team Leader

**Department:** Finance  
**Pay Grade:** 15  
**FLSA Status:** Non-Exempt

#### JOB SUMMARY

An employee in this class serves as Team Lead for the Customer Service Representatives in their daily activities and performs advanced clerical, technical, and administrative work to support the efficient operation of the Customer Service team. The position is responsible for planning, coordinating, and monitoring the activities of the Customer Service team to ensure effective workflow, accurate account management, and the delivery of high-quality customer service.

The position performs a variety of skilled and technical tasks related to customer service operations and utility account management. Work includes responding to complex or escalated customer inquiries and coordinating closely with the Operations Division. Other key responsibilities include monitoring team workflows, identifying process improvements, and preparing reports and analyses to support data-driven decision-making and enhance the overall efficiency and effectiveness of the City's customer service function.

Work includes training and guiding staff, administering performance evaluations, resolving complex or escalated customer issues, and ensuring compliance with City policies and procedures. The employee exercises independent judgment and initiative in handling daily operations, recommending process improvements, and maintaining a positive and professional customer service environment. Work is performed under limited supervision of the Utility Revenue Manager and is evaluated through observation, review of completed work, and overall performance of the division.

**ESSENTIAL JOB FUNCTIONS**

- Leads and supervises the daily activities of Customer Service Representatives, including coordinating workflow, monitoring productivity, conducting performance evaluations, and providing ongoing training, mentoring, and technical guidance to ensure consistent and accurate service delivery.
- Serves as a primary point of contact for complex or escalated customer inquiries and account issues.
- Audits accounts and transactions to ensure accuracy and adherence to established policies.
- Oversees cash handling, reconciliations, and payment processing activities to ensure accuracy and accountability.
- Monitors team workflows and identifies opportunities for process improvements, supporting the Utility Revenue Manager by preparing reports, recommending enhancements, and contributing to operational efficiency initiatives.
- Collaborates closely with staff across City departments to address and resolve customer account issues, exchange information, and ensure seamless delivery of services to residents and businesses.
- Assists with utility billing adjustments, refunds, and payment reconciliations as needed.
- Ensures consistency and accuracy in all customer communications and service delivery.
- Serves as backup to the Utility Billing Team Leader as needed to ensure continuity of operations.
- Performs other related duties as assigned.

**QUALIFICATIONS****Education and Experience:**

Associate's degree in Business Administration, Accounting, or a related field required. Three (3) to five (5) years of experience in customer service, billing, collections, or utility account management; 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:**

- Knowledge of City policies, regulations, and applicable laws, and ability to apply them consistently and fairly.
- Knowledge of modern office practices, recordkeeping, and the use of computers, software, and standard office equipment.

- Knowledge of customer service operations, utility billing, and related accounting and mathematical procedures.
- Proficient knowledge of Microsoft Excel, including creating and managing spreadsheets, using formulas, pivot tables, and data analysis tools to support reporting and reconciliation activities.
- Skills in applying supervisory principles, including staff training, motivation, performance evaluation, and discipline.
- Skills in effective oral and written communication, including the ability to prepare accurate reports, correspondence, and documentation.
- Skills in analytical decision-making, problem-solving, and exercising sound judgment under pressure.
- Ability to establish and maintain effective working relationships with employees, other departments, vendors, and the general public.
- Ability to work effectively with people from diverse backgrounds, promoting teamwork, collaboration, and positive conflict resolution.
- Ability to manage multiple projects, set priorities, and meet deadlines while maintaining attention to detail and accuracy.
- Ability to think critically, learn new systems and processes, and apply information to improve operations.
- Ability to handle difficult or sensitive customer interactions with professionalism and tact.

**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. Position is subject to meetings outside the normal 8-hour day environment and may include travel to facilities, working after hours and on weekends.

*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.*

