

# **CUSTOMER SERVICE SUPERVISOR**

## **GENERAL STATEMENT OF DUTIES:**

Performs technical and administrative functions needed to facilitate efficient customer service, utility billing, cashiering, and miscellaneous services. Utility services provided by the City currently include electric, water, sewer, storm water, telecommunications and solid waste.

## **SUPERVISION RECEIVED:**

Works under the general supervision of the Finance Director, according to an established work routine. Consults regularly with the City Clerk and Utilities Directors, whose departments are a significant customer served by this position.

## **SUPERVISION EXERCISED:**

Supervises the Billing Clerk, two (2) Utility Customer Service Representatives/Cashiers, Meter Readers, and other part time or temporary staff as assigned.

## **ESSENTIAL DUTIES AND RESPONSIBILITIES:**

Manages and supervises assigned operations to achieve goals within available resources; plans and organizes workloads and staff assignments; trains, motivates and evaluates assigned staff; review progress and directs changes as needed

Effectively recommends the hiring, promotion, transfer, evaluation, discipline, or discharge of subordinates.

Develops documents and administers policies and procedures for utility accounting, billing, and customer service activities.

Communicates official plans, policies, and procedures to staff.

Supervises City Hall cashiers and related functions of City-wide cashiers.

Promotes and maintains a positive working relationship among workers and resolves grievances.

Prepares department Accounts Payable invoices for payments.

Performs or assists staff in performing duties; addresses errors and complaints.

Supervises and/or executes utility billing, special accounts receivable, collections, and other utility customer service activities.

Supervises and/or executes office supplies inventory for department.

Supervises and/or prepares monthly, quarterly, and year-end reports as needed.

Provides 24 hours stand-by on days customers' utility service is disconnected for non-payment.

Bills large power utility accounts monthly and maintains records.

Other duties as may be assigned by the Finance Director.

**KNOWLEDGE, ABILITIES AND SKILLS:**

Good knowledge of office terminology, procedures and equipment and of mathematics, computer applications (word processing, spreadsheets, database management, data communications and data translation), and English; ability to type and create reports as required; ability to understand and follow complex oral and written instructions; ability to get along well with others and maintain effective relationships with staff members and general public; ability to express ideas clearly and concisely, orally and in writing; tact and courtesy; thoroughness and dependability.

**ACCEPTABLE EXPERIENCE AND TRAINING:**

Considerable experience in data processing, accounting, clerical and secretarial work with completion of an Associate Degree; or any equivalent combination of experience and training which provides the required knowledge, abilities and skills.

**PHYSICAL DEMANDS:**

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle, feel or operate objects, tools or controls and reach with hands and arms. The employee is frequently required to stand for long periods. The employee is required to walk and climb stairs, talk or hear, smell, stoop, kneel, and crouch.

Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception and the ability to adjust focus. Specific hearing abilities required include being able to hear alarms, normal interpersonal conversations, radio and telephone conversations.

**WORKING ENVIRONMENT:**

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee works in all types of indoor and outdoor environmental conditions. The employee frequently works in an office environment.

**OTHER CONDITIONS:**

As per City policy, a drug and alcohol test will be required prior to employment.

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between the employer and the employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Revised 10/8/18