

CUSTOMER SERVICE SUPERVISOR

DEFINITION

Under direction of the City Clerk, supervises the billing, collection, customer account processing, record keeping, meter reading, and customer relations activities of the City's Water and Sanitation Division; and performs report preparation activities and other job-related duties, as assigned.

DISTINGUISHING CHARACTERISTICS

This is a senior supervisory position within the City Clerk's Department and reports directly to the City Clerk. Incumbent must demonstrate flexibility in oral presentation techniques and the necessary skills to deliver the appropriate information in a clear, concise, and logical manner to managers, fellow employees, and subordinates.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Trains and oversees the performance of customer service personnel; makes autonomous decisions and uses independent judgment; interfaces with other departments as it relates to customer service issues; makes recommendations regarding non-collectibles and adjustments and forwards to the City Clerk for approval; communicates with contractors regarding assignment of all new construction and meter installations; ensures compliance with the City's policies and ordinances; resolves customer complaints and conflicts; inventories and orders department supplies; prepares annual budget for Customer Service Department and maintains accountability throughout the year; assists with preparing the yearly standby availability billing; maintains system controls for utility billing and customer information in computer and other automated systems; monitors appearance of front office; adheres to City safety standards as prescribed in the City's *Injury and Illness Prevention Plan*; prepares and presents verbal and written discipline reports, as necessary; promotes teambuilding; utilizes computer software programs competently; communicates effectively, both orally and in writing; routinely adheres to and maintains a positive attitude; maintains effective work relationships with supervisor, fellow City employees, customers, and outside agencies; operates vehicles and equipment in a safe and efficient manner; and performs related duties and responsibilities, as required.

EMPLOYMENT STANDARDS

Training & Experience - Graduation from high school, or GED equivalent, and college course work in business or accounting. Must have a minimum of five years of experience within a water utility or related customer service industry as a senior cashier or customer relations' representative with appropriate computer system experience.

Knowledge & Abilities - Knowledge of: Water and Sanitation Division maps; procedures, policies, rules, and practices affecting the development, maintenance, and control of fiscal and water billing record keeping systems; financial and statistical record keeping including automated accounting and bookkeeping systems; general office policies and procedures; modern office practices, procedures, and equipment; correct English, spelling, and grammar; general water and sanitation system ordinances and resolutions; basic governmental accounting principles and procedures; database management systems, spreadsheet, and word processing software programs; and principles and practices of employee supervision, including training, work evaluation, discipline, and safe work.

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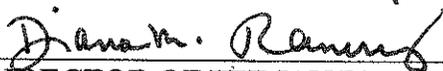
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Ability to: Perform under multiple demands; instruct, train, and supervise customer service staff in all related areas; make autonomous decisions and carry out direction independent of close supervision; interpret and apply laws, regulations, and policies in accordance with established standards and criteria of the City; meet with the public under normal and adverse conditions; interpret tract maps and legal descriptions; prepare reports and maintain detailed records; examine source; prepare and complete employee performance; effectively present instructions and information in writing and verbally to coworkers, the general public, and outside agencies; use patience, tact, diplomacy, and courtesy in dealing with the public and employees; establish and maintain effective working relationships with those contacted in the course of work, including City and other government officials, community groups, and the general public; and apply safe work practices.

Licenses & Certificates - Must possess a valid Class "C" California driver's license.

WORKING CONDITIONS

Work is performed in an inside environment and in close proximity to other workers. Incumbent shall be exposed to those conditions normally encountered in an office environment. Physical demands are light, consisting primarily of sitting, standing, walking, lifting, carrying moderately heavy boxes up to 50 pounds, and/or utilizing a hand dolly. Incumbent must be able to see and hear in the normal range, with or without correction, and communicate verbally and in written form with great facility, and must be able to be understood. Incumbent must have the stamina to work long hours and overtime, if assigned, and must be willing to work an irregular schedule, which may include weekends, holidays, evenings, and/or varying shifts.

APPROVED: 
DIRECTOR OF HUMAN RESOURCES

DATE: August 29, 2007

Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications may not include all duties performed by individuals within a classification. In addition, specifications are intended to outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.
Shared/jobdescriptions(final)/CityClerk/CustomerServiceSupervisor/8-29-07/jlr