

**Class Code: 1334**

**Revised: 12/7/17**

## **CUSTOMER SERVICE SUPERVISOR**

### **PURPOSE AND NATURE WORK**

Positions in this class are responsible for the activities of all aspects of the Customer Services Division of the Utilities Department. Supervises and participates in the timely, efficient, and error free processing of large numbers of transactions necessary to provide electric, water, wastewater, and telecommunications services to customers as well as to process various licenses, permits, fees, and assessments as required by municipal ordinance, and to oversee and participate in customer service representatives' marketing and sales activities. Assists the Customer and Meter Services Administrator with various administrative projects intended to increase the efficiency and productivity of the Customer Service Division.

Each incumbent has supervisory responsibilities for various Customer Service Representatives and/or Cashiers and works under the direction of the Customer and Meter Services Administrator.

**ILLUSTRATIVE EXAMPLES OF WORK** (Note: These examples are intended only to illustrate various types of work performed by incumbents of this class. All of the duties performed by an incumbent may not be listed, nor does any one incumbent necessarily perform all of these duties.)

Trains, supervises, and assists workers involved in all aspects of the Customer Services Division of the Utilities Department. Assists and supervises staff who process requests for utility service, security deposits, letters of credit, unpaid balances, bill adjustments, billing problems, and utility payments made in person; and who process property taxes, sewer and paving permits, lighting payments, license or permit fees, and vendor billing; and who handle the Communications accounts where service bundles and pricing combinations are presented and marketed to users, service orders processed, bills issued, and revenue collected. Personally handles difficult customer contact, NSF checks, or complex utility and communications bill adjustments. Recommends enhancements to billing or payment methods for delivery of improved service to customers. Provides ideas and input on procedures and software to increase the performance of the division and improve efficiency.

Performs related work as required.

### **NECESSARY KNOWLEDGE, ABILITIES AND SKILLS**

Considerable knowledge of the materials and methods in Customer Service.

Considerable knowledge of applicable municipal, state, and federal laws related to collection of revenue for taxes, permits, licenses, and/or utility and telecommunications services.

Knowledge of basic bookkeeping or accounting, and ability to perform mathematical computations accurately.

Knowledge of operating characteristics of personal computers, and ability to utilize several applications simultaneously.

Ability to train, supervise, and objectively evaluate the performance of employees engaged in difficult customer contact and revenue collection work.

Ability to devise and implement innovative solutions to improve efficiency of procedural tasks for division, staff and customers.

Ability to establish and maintain effective relationships with employees and general public.

### **DESIRABLE EDUCATION AND EXPERIENCE**

Completion of high school or GED. Supplemental college level course work in accounting or business administration and considerable experience in the customer service field with increasing responsibility in supervision of staff; or an equivalent combination of education and experience.