



## Customer Service Supervisor

Class Code:  
207,208

### DEFINITION

Under general direction from the Customer Service & Systems Manager, provides leadership, independently plans, organizes, and directs a comprehensive customer service program for the District; plans, directs, and supervises office and field staff engaged in maintenance and updating of customer accounting and billing records, meter reading, collections, and customer relations activities; prepares the annual budget request for the work unit, estimating staffing, equipment, and supply needs; monitors and controls unit expenditures after budget adoption; initiates complex analyses and studies resulting in recommendations and implementation of systemic changes; provides consultation and advice to the division and department manager relative to the District's customer service function; and performs related work as required.

### DISTINGUISHING CHARACTERISTICS

**Customer Service Supervisor** is a first level supervisory classification. Under general direction, within a framework of established policies and procedures, the incumbent performs highly complex field and office supervisory tasks. This class analyzes complex operations and makes recommendations to implement systemic improvements and provides high-level advice to the department manager regarding the customer service function and its District-wide impact. Assignments are given in general terms and subject to periodic review usually upon completion. There is significant latitude for discretion and independent judgment in the selection of work methods to achieve established goals.

This classification is distinguished from the Customer Service & Systems Manager which is a mid-management classification responsible for the planning, direction, and management of all staff and operations relative to the District's Customer Service and Systems functions.

### TYPICAL DUTIES

#### **TYPICAL EXAMPLES OF DUTIES MAY INCLUDE BUT ARE NOT LIMITED TO THE FOLLOWING:**

- Plans and implements a comprehensive customer service program for the District; conducts studies and analyses of complex operations and recommends and implements systemic improvements; advises the department manager on matters related to the District's customer service function and its impact on District operations.
- Participates in selection interviews and hiring of new staff; prioritizes, assigns, and reviews work, approves time off for payroll purposes, and prepares employee performance evaluations; interprets District policies and procedures to employees and administers day-to-day aspects of labor agreements with employee organizations.
- Establishes and maintains work standards for quality and quantity of work with an emphasis on good customer service and reduced complaints; develops and recommends improvements to work flow, internal procedures, or forms design and usage.
- Interprets and explains District water service, billing, and collections policies to customers and helps resolve their complaints; inputs and retrieves information from the customer accounting data base; and calculates amount of security deposits.

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- Deals with irate individuals over delinquent accounts or service turn-offs; writes/signs letters to customers regarding billing or collections problems; negotiates payment plans under extenuating circumstances; audits and approves accounts for referral to outside collection agencies or write-off.
- Reviews computer history of water usage, verifies arithmetic calculations, and authorizes any required billing adjustments or unusual payment extensions; reviews and audits service verifications, service orders, and leak reports.
- Prepares the annual budget request for the work unit; estimates staffing, equipment, and supply needs based upon recent trends and planned activities; monitors expenditures after budget adoption; approves requisitions for purchase of materials or supplies.
- Oversees the cashier function, including the receipt and balancing of cash deposits before bank pickup; administers the District's petty cash fund; resolves electronic fund transfer and automatic bill payment matters with banks and customers.
- Supervises the central switchboard system and District receptionist function; ensures adequate coverage and appropriate referral of incoming calls.
- Prepares an annual report to address the effectiveness of the District's Identity Theft Prevention Program; documents any significant incidents involving identity theft and related responses; provides updates related to external service providers and includes recommendations for material changes to the Program; trains staff on the detection and appropriate response to red flags.
- Coordinates with the Information Technology Department and third-party vendors to ensure operations continue without interruptions and customer-related system issues are resolved.
- Performs other related work as required.

### **REQUIREMENTS**

*Any combination of education and experience that would likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be the equivalent of:*

#### **Education and Experience:**

Possession of an Associates degree in business management, office management, or a related field; and Four (4) years of journey-level experience involving the interpretation and enforcement of complex regulations and policies and the resolution of customer complaints, including one (1) year of lead experience OR completion of the District's Leadership Skills Training Program. Supervisory experience desired.

If not previously completed, completion of the District's Leadership Skills Training Program is required following hire.

#### **Knowledge, Skills, and Abilities:**

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Knowledge of: principles, procedures, and methods used in customer accounting and utility billing; principles and practices of good customer relations and complaint resolution; modern principles and practices of effective employee supervision and personnel management; cost estimating methods and budget administration; uses and capabilities of computerized accounting and billing systems; elements of procedure analysis and work improvement methods; pertinent local, state, and federal laws and regulations related to bill collection, consumer affairs, and provision of public utility services; safe work practices and the ability to identify workplace hazards and/or unsafe conditions and take appropriate corrective action; modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.

Skill and Ability to: provide active leadership; be a creative thinker that thinks outside the box and plans, implements, and oversees a comprehensive customer service program; plan, assign, supervise, and review the work of clerical and collections employees; resolve day to day employee relations matters; develop and revise office procedures; oversee the processing of customer transactions and records; train others in the use of new procedures; deal tactfully and effectively with customers, interpreting and explaining complex regulations and procedures, frequently in situations where relations may be strained; make arithmetic computations with speed and accuracy using a 10-key adding machine or calculator; maintain detailed and accurate records; initiate and conduct complex analyses and studies; prepare clear and concise written reports; advise the department manager on customer service matters having District-wide impact; perform essential duties of the job without causing harm to self or others; operate modern office equipment including computer equipment and specialized software applications programs; communicate clearly and concisely, both orally and in writing; establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

### **Additional Requirements:**

- Must possess a valid driver's license and have a satisfactory driving record.

### **Working Conditions/Physical Requirements:**

The essential functions of these classifications are performed in a controlled-temperature office in a dynamic environment requiring attention to detail while interacting with the public in person and on the phone and require the ability to: sit for extended periods of time in front of a computer screen; intermittently twist to reach equipment or supplies surrounding desk; use finger dexterity and hand strength to perform simple grasping and fine manipulation; operate a computer and other office equipment on a daily basis; speak and hear in person and on the phone; see sufficiently to perform assignments; and frequently lift and/or carry items weighing up to 20 pounds and occasionally up to 55 pounds.

Revised: 09/13, 02/21

Approved: \_\_\_\_\_  
Human Resources/Risk Manager