



CLASS SPECIFICATION FOR:

## Customer Services Supervisor

### General Statement of Duties:

Manages the operation of the Public Utilities Customer Service Section which includes supervising assigned staff, call center operations, utility billings, account adjustments and account collections; does related work as required.

### Distinguishing Features of Class:

This single position job classification is responsible for the operation of the Public Utilities Customer Service Section's preparation of all utility bills, account payments and collections, account issue resolution, reports related to utility revenues, statistical reports of water consumption, creating and processing services orders, meter activities including readings, installations, replacements, activations, service terminations and service restoration. The employee gives technical supervision to employees engaged in various routine duties and in the performance of specialized activities. The incumbent demonstrates good knowledge of the scope and purpose of the services of Public Utilities and of the interrelationships of the various units of the department and is able to interpret ordinances relating to public utilities. This employee demonstrates proven ability to communicate with the public on difficult problems, referring only the most controversial matters to the Senior Controller. Work is performed under the general supervision of the Senior Controller.

### Examples of Assigned Duties *(illustrative of the types and scope of duties and responsibilities assigned to positions in this class):*

- Supervises and evaluates the work of employees within the Utilities Customer Service Section and reviews their work for accuracy and completeness;
- Coordinates all phase of section operations to include customer services, account billing, problem resolution, and fiscal controls;
- Creates and maintains records and compiles reports pertaining to all phases of work performed by section staff;
- Evaluates the performance of the Customer Service section's operation and functions, identifies trends and recommends changes as appropriate to enhance operational and/or employee efficiency and performance, and to improve service to customers, includes implementing approved changes;
- Handles special and contract billing account situations with contract customers and other jurisdictions;
- Handles information for all customers involved in the Direct Payment program to ensure that sensitive information remains secure;
- Reviews all account credit balance refunds and daily account adjustments for accuracy;
- Reviews delinquent non-water accounts to determine appropriate collection activities;
- Prepares quarterly customer information bill inserts;
- Conducts business with the public orally and by correspondence, answering questions requiring judgment, knowledge and accurate interpretation of the County's ordinances and policy;
- Serves liaison with the Department of Finance in all matters concerning utility billing and IT in matters related to system support and changes;
- Performs other duties as assigned.

### Required Knowledge, Skills and Abilities:

Considerable knowledge of business management and customer service functions; considerable knowledge of accounting and recordkeeping with the ability to prepare and manage within approved budget; requires a thorough understanding of billing cycles as well as billing and collection processes with a comprehensive understanding of current utility account management/billing systems used to manage all utility account information and transactions; ability to prepare clear and comprehensive narrative and statistical reports; ability to accurately and consistently interpret and apply County ordinances and applicable regulations and policies; ability to accurately and appropriately resolve a wide variety of routine and complex problems related to customers' utility accounts, billing, service, equipment (e.g. meters) and the County's current billing and related systems; excellent critical thinking and problem solving skills with the ability to cost effectively and appropriately solve a wide variety of department and process specific problems; ability to research, collect and maintain data, consider and weigh a variety of factors in making decisions or recommendations; ability to



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### Required Knowledge, Skills and Abilities continued:

synthesize multiple types of complex data and produce easily understood reports, including statistical and financial, and other materials as needed; strong oral and written communication skills; ability to express ideas clearly and concisely, orally and in writing; ability to lead, manage and partner effectively with department staff, County personnel at all levels, and the public; excellent interpersonal skills with demonstrated ability to establish and maintain a good working relationship with customers, County officials, businesses and the public; good supervisory skills including good training, coaching and feedback skills and the ability to effectively manage workloads and/or projects and to foster and maintain high morale and engagement; ability to systematically compile data and provide detailed program and financial reports; strong computer skills with ability to use computer and typical business software, proprietary software, applications and systems; personal accountability; ability to work independently; excellent customer service skills; tact; and courtesy. Must be able to positively and appropriately represent the County with internal and external stakeholders and the public.

### Minimum Education and Experience:

Education: Four (4) year degree in relevant field such as accounting, finance or business administration;

Experience: Three (3) years of progressively more responsible accounting experience which included an emphasis on customer service and one (1) year of supervisory experience;

OR: Any equivalent combination of experience and training which provides the required knowledge, skills and abilities.

### Additional Requirements:

NOTE: Effective 4/1/2009 County Ordinance 1128 requires a criminal history record check and fingerprinting of all employees in authorized and hourly safety sensitive positions.

NOTE: All employees are required to successfully complete National Incident Management System (NIMS) Incident Command System (ICS) 700 (Introduction) training. Successful completion of additional NIMS ICS training courses may be required based on the job classification, level of responsibility, and department. Please refer to Fire's Intranet site for a list of NIMS ICS requirements by job classification.

- May require a valid driver's license to visit assigned locations Countywide.