

Customer Service Supervisor

SUMMARY

Under general supervision, the Customer Service Supervisor oversees and participates in all customer service activities related to the set-up, payment, and disconnection of utilities services accounts for the City.

ESSENTIAL FUNCTIONS -- *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and duties performed by incumbents of this class. Employees are required to be in attendance and prepared to begin work at their assigned work location on the specified days and hours. Factors such as regular attendance at the job are not routinely listed in job descriptions but are an essential function. Essential duties and responsibilities **may** include, but are not limited to, the following:*

- Supervises and participates in all customer service-related activities for the department; reviews the daily work of assigned staff to ensure accuracy and quality.
- Assists customers with processing new service applications and making payments in-person and via telephone; responds to general inquiries and provides information as appropriate; addresses and resolves customer complaints and disputes.
- Processes drop box and mailed payments; records and balances all payments made through electronic check processing services and provides all related documentation for deposits submitted to the bank.
- Provides verification of balancing of money payment source and billing software; processes all return payments to account holders as appropriate.
- Processes delinquent accounts for disconnections; prepares terminated delinquent accounts for collections.
- Provides training and technical assistance to customer service staff for all department policies, procedures, and the proper use of all software; assists with creating new service location set-ups in computer system for new addresses.
- Works with field staff to ensure adequate service is being providing to customers across departments.
- Performs related duties as required or assigned.

MINIMUM QUALIFICATIONS

Education, Training, and Experience Guidelines

High school diploma or GED equivalent AND three (3) years of general office experience which includes some customer service and cash handling responsibilities; OR an equivalent combination of education, training, and experience.

Knowledge of:

- Applicable local, State, and Federal laws, codes, regulations, and ordinances.
- Records maintenance and retention policies and procedures.
- Supervisory principles and practices.
- Money handling practices.
- Basic accounting principles and practices.
- Modern office policies and equipment.
- Customer service principles, practices, and etiquette.

Skill in:

- Typing and entering data with speed and accuracy.
- Organizing and working on multiple tasks simultaneously.
- Addressing and courteously responding to customer complaints, needs, and disputes.
- Operating a computer including standard software and some specialized software.

- Maintaining accurate records, filing systems, and technical documentation.
- Interacting tactfully and professionally with City staff, outside agencies, and the public.
- Providing effective supervision, leadership, and direction to assigned staff.
- Establishing and maintaining effective working relationships.
- Communicating clearly both verbally and in writing.

LICENSE AND CERTIFICATION REQUIREMENTS

None.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

Work is performed in a standard office environment.