



February 2017
FLSA: EXEMPT

CUSTOMER SERVICE SUPERVISOR

DEFINITION

Under general direction, plans, organizes, supervises, reviews, and participates in the daily operations and activities of the customer service and meter-reading departments; responsible for accuracy and maintenance of accounts, payment processing, resolution of sensitive and complex customer issues and concerns related to collections, credit arrangements and water usage; meter reading, meter installation, maintenance and repair of the District's water metering system and related equipment; provides work direction and review to customer service and meter technician staff; provides responsible and complex administrative and operational assistance to the Director of Finance and Administrative Services; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Director of Finance and Administrative Services. Exercises direct and general supervision over assigned staff.

CLASS CHARACTERISTICS

This is a mid-management classification responsible for ensuring that the day-to-day activities of customer service and meter-reading departments meet accepted quality customer service and operational standards. Responsibilities include providing work training, direction and review to staff, in addition with assisting with short and long-range planning for assigned areas. Incumbents are highly competent in the varied issues associated with water usage and related services. This class is distinguished from the Director of Finance and Administrative Services in that the latter has management responsibility for the District's Finance and Administrative departments and for developing, implementing and interpreting public policy.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

Management reserves the right to add, modify, change, or rescind the work assignments of different positions and to make reasonable accommodations so that qualified employees can perform the essential functions of the job.

- Supervises day-to-day operations of customer service and meter technician personnel, including providing direction, overseeing staff duties; provides training, motivation, and evaluation for staff; assigns and schedules tasks; analyzes and makes recommendations regarding procedures and policies.
- Participates in the development and implementation of goals, objectives, policies and priorities for assigned areas; recommends within departmental policy appropriate service and staffing levels; recommends and administers policies and procedures.
- Plans, directs, coordinates and assists in the customer service activities; payment processing and proper fee collection; account maintenance; complex customer billing and bad debt collection.
- Oversees coverage of the front office opening and completion of daily cash counts, deposits, and cash log reports.

- Addresses and resolves the more complex and/or escalated customer service issues including complex billing and service issues; authorizes adjustments.
- Establishes schedules and methods for providing meter-reading services; maintains meter-reading schedule for both hand-held and automated meter reading; re-reading meters due to unusual consumption; installing new meters and replacing aged meters; maintenance of large meters and reading of commercial and irrigation accounts.
- Participates in the selection of meter-reading and customer service staff; provides or coordinates staff training; counsels employees on performance issues and works with staff to correct deficiencies; and implements disciplinary and termination procedures, where appropriate.
- Participates in the development and implementation of assigned areas' annual budget; submits budget recommendations and prepares detailed cost estimates with appropriate justifications, as required; monitors expenditures.
- Determines and recommends equipment, materials, and staffing needs for assigned areas, projects, and programs; reviews needs with appropriate management staff; allocates resources accordingly
- Prepares analytical and statistical reports on operations and activities; presents reports to staff, Board of Directors and Board Committees.
- Trains staff in work and safety procedures and in the operation and use of equipment and supplies; implements procedures and standards; ensures that tools, equipment and vehicles are safely operated, maintained, and secured when not in use; schedules the service, repair, and replacement of tools and equipment.
- Coordinates and confers with other departments on questions regarding matters related to assigned areas of responsibility.
- Performs customer service duties by investigating water use issues; assists customers in resolving the most complex water volume, consumption, and pressure problems.
- Attends and participates in professional group meetings; stays abreast of new trends in assigned areas.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.
- Principles and practices of public agency budget development and administration and sound financial management policies and procedures.
- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- District water service rules and meter service operations and issues related to assigned functions and programs.
- Maintenance principles, practices, tools and materials for maintaining and repairing water meters and related equipment.
- Principles, practices, and procedures of a water utility customer service program.
- Basic information systems operations and concepts including billing application software.

- Principles and practices of business data processing, particularly related to the processing of accounting information and interpretation of input and output data.
- Practices of researching program issues, evaluating alternatives, making sound recommendations, and preparing and presenting effective staff reports.
- Applicable federal, state and local laws; departmental and District regulations, ordinances, codes, policies, and procedures.
- Records keeping principles and procedures.
- Business arithmetic and statistical techniques.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, grammar, spelling, vocabulary, and punctuation.
- Techniques for effectively representing the District in contacts with governmental agencies, community groups, and various business, professional, educational, regulatory, and legislative organizations.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, contractors, and District staff.
- Safety principles, practices, and procedures of water utilities systems and facilities, including related equipment and hazardous materials.
- Characteristics of the District's customer base and usage patterns, including typical causes for high consumption.

Ability to:

- Assist in developing and implementing goals, objectives, practices, policies, procedures, and work standards.
- Supervise, train, plan, organize, schedule, assign, review, and evaluate the work of staff.
- Plan, organize, administer, coordinate, review, evaluate, and participate in customer service functions.
- Prepare and administer large and complex budgets; allocate limited resources in a cost effective manner.
- Interpret, apply and ensure compliance with federal, state, and local policies, procedures, laws, and regulations.
- Supervise the collection, reporting, and reconciliation of the District's daily cash receipts; perform a wide variety of record keeping and accounting work.
- Research, analyze, and evaluate new service delivery methods, procedures and techniques.
- Prepare clear and concise reports, correspondence, policies, procedures and other written materials.
- Make accurate arithmetic, financial and statistical computations.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.
- Analyze, interpret, apply, and enforce federal, state, and local policies, procedures, laws, and regulations.

- Understand, interpret, and successfully communicate both orally and in writing, pertinent department policies and procedures.
- Identify, define, and analyze customer problems; evaluate alternatives and develop sound conclusions and recommendations.
- Understand, interpret, explain, and apply complex District rules regarding water service rates and policies regarding collections activities.
- Maintain accurate records and files of work performed; establish and maintain a variety of manual and computerized record keeping.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be

Equivalent to the completion of the twelfth (12th) grade, supplemented by specialized training in meter reading and customer service, and four (4) years of increasingly responsible experience in meter reading, of which at least one (1) year of experience was in a lead or supervisory capacity. Equivalent to the completion of an Associate's Degree is desirable.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.
- Possession of, and ability to maintain, a valid Grade I Water Distribution Operator Certificate issued by the State Water Resources Control Board is recommended.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle, and to visit various District and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups and over the telephone. This is primarily a sedentary office classification however the job involved occasional fieldwork requiring walking in operational areas to identify problems or hazards. Finger dexterity is needed to access, enter and retrieve data using a computer keyboard, typewriter keyboard or calculator and to operate standard office equipment. Positions in this classification occasionally bend, stoop, kneel, reach, push and pull drawers open and closed to retrieve and file information and work sites. Employees must possess the ability to lift, carry, push, and pull materials and objects weighing up to 50 pounds and heavier weights with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions and no direct exposure to potentially hazardous physical substances. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures. When employees work in the field they are exposed to loud noise levels, cold and hot temperatures, inclement weather conditions, road hazards, vibration, confining workspace, chemicals, mechanical and/or electrical hazards, and hazardous physical substances and fumes.