# CLASS SPECIFICATION
# Customer Service Supervisor

FLSA Status: Exempt
Union Representation: Nonrepresented

## GENERAL PURPOSE

Under general supervision, supervises a unit of customer service, administrative or meter reading/inspection staff engaged in responding to customer questions and complaints; researching, calculating, verifying and adjusting accounts; reading or inspecting meters; performing delinquent account collections; providing information referral services; and performs related duties as assigned.

## DISTINGUISHING CHARACTERISTICS

Customer Service Supervisors are responsible for supervising teams of customer service personnel engaged in providing a variety of customer account, collections and meter inspection/reading services to the City's diverse customer base. Incumbents handle and resolve difficult, complex or sensitive customer problems and take responsibility for resolving complex and escalated customer or billing disputes.

## ESSENTIAL DUTIES AND RESPONSIBILITIES

Any one position in this class may not perform all the duties listed below, nor do the listed examples of duties include all similar and related duties that may be assigned to this class.

1. Plans, organizes, controls, integrates and evaluates the work of assigned staff; with staff, develops, implements and monitors work plans to achieve goals and objectives; supervises and participates in developing, implementing and evaluating plans, work processes, systems and procedures to achieve annual goals, objectives and work standards.

2. Plans, organizes, directs and evaluates the performance of assigned staff; trains staff on customer service methods and procedures; establishes performance requirements and personal development targets; regularly monitors performance and provides coaching for performance improvement and development; recommends compensation and provides other rewards to recognize performance; takes disciplinary action, up to and including termination, to address performance deficiencies, in accordance with City Charter, Code, human resources policies and labor contract provisions.

3. Provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment that supports achieving the bureau's and the City's mission, objectives and service expectations; provides leadership and participates in programs and activities that promote workplace diversity and a positive employees relations environment.

4. Applies process improvement and quality management principles in assigned areas of responsibility; monitors and reviews statistical data regarding service levels and productivity, makes recommendations for improvement and implements changes; communicates with lead employees to

ensure proper customer service methods are used; conducts regular staff meetings to facilitate training and development, communicate new information and resolve problems.

5. Balances the scheduling of staff to accommodate customer and work demands; monitors staff interactions with customers in person, by telephone and through customer feedback to provide coaching to improve customer service techniques and assistance.

6. Takes over the more difficult customer relations situations, involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment; takes action to resolve complaints where appropriate; receives and responds to correspondence and telephone calls, providing information and handling issues, requests and complaints; responds to or refers complaints to appropriate staff and/or takes or recommends action to resolve the complaint.

7. Works with staff to verify rates, answer questions, identify and research billing problems, and make judgments and determinations regarding the disposition of billing and adjustment requests. Assists staff in resolving the more difficult and complex billing calculations, and interpretations of City Code provisions and policies.

8. Oversees and performs the more difficult work associated with collecting billings for the City's water and sewer utility services; reviews account records and history and issues or approves adjustments to customer accounts to correct errors or resolve escalated disputes.

9. Assists staff in resolving the more difficult and complex collections and credit cases; recommends and/or takes action on delinquent accounts; ensures all customer payments and delinquent notices are accurate and handled in a timely manner; reviews overall sewer billing to determine effectiveness, recommends and implements Code changes.

10. Works with other customer service group supervisors to increase cooperation and integration of the work processes to ensure smooth movement of information from the field to the office staff and back again; and between the Bureau of Water and the Bureau of Environmental Services.

11. Works with staff in approving and overseeing safety net loans, payment plans and payment deferrals.

**OTHER DUTIES**

1. Monitors a variety of division performance and customer account statistics to improve service delivery and identify and evaluate customer trends.

2. Coordinates activities, procedures and processes with other bureaus to ensure effective operations of functions in assigned areas of responsibility; evaluates and recommends revisions to the City Code; participates in maintaining and developing enhancements to the customer billing and information system.

3. Supervises other regulatory programs associated with water or sewer service to include enforcement of code provisions, and working with the Attorney's Office to obtain compliance through enforcement actions.

4. Represents the bureau with stakeholder groups with regard to public information, program development and service improvement; acts as liaison to City Commissioners office on certain billing or water service situations.

5. Participates in the development of the Clean River Incentive Program as needed by providing customer service and historical information.

6. Provides technical supervision to water meter technicians and other meter shop or technical staff; may provide technical supervision to water meter readers and water service inspectors with automated meter reading technology.

**DESIRED MINIMUM QUALIFICATIONS**

Knowledge of:

1. Office administrative practices and procedures.

2. Principles and practices of sound business communication.

3. City Code and water and sewer utility rules and issues related to assigned functions and programs.

4. Characteristics of the City's customer base and usage patterns, including typical causes for high consumption.

5. Methods, practices and processes for billing, collections and meter reading and inspection.

6. Laws and regulations governing collections and water service processes.

7. The operations, uses, requirements and limitations of the customer billing and field technology and information systems.

8. Record keeping, filing and purchasing practices and procedures.

9. Customer Service Call Center processes and technologies.

10. Principles and practices of effective supervision of office and field staff.

11. City human resources policies and labor contract provisions.

**Ability to:**

1. Operate a computer and word processing, spreadsheet, other standard software, and specialized hand held meter reading devices

2. Define issues, analyze customer problems, evaluate alternatives and develop sound conclusions and recommendations.

3. Effectively supervise a diverse office and/or field staff.

4. Organize, set priorities and exercise sound independent judgment within areas of responsibility.

5. Understand, interpret, explain and apply complex City rules regarding water and sewer service rates and policies and law and regulations regarding collections activities.

6. Reach sound decisions in accordance with laws, regulations, rules and policies.

7. Train others in work processes and procedures.

8. Communicate clearly and effectively orally and in writing.

9. Prepare clear, accurate and concise correspondence, records and reports.

10. Maintain sensitive and confidential information.

11. Use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers.

12. Establish and maintain highly effective working relationships with bureau managers, staff, customers and others encountered in the course of work.

**Training and Experience:**

A typical way of obtaining the knowledge, skills and abilities outlined above is graduation from high school or G.E.D. equivalent and five years of increasingly responsible experience involving customer service, meter reading or inspection, billing and/or collections responsibilities, at least one year of which involves experience in leading and directing the work of others; or an equivalent combination of training and experience. Experience in a government or public utility setting is highly desirable.

**Licenses; Certificates; Special Requirements:**

A valid state driver's license may be required for certain assignments.

**PHYSICAL AND MENTAL DEMANDS**

Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depends, in part, on the specific requirements for the job, the limitations related to disability and the ability of the hiring bureau to accommodate the limitation.

## Class History:

Adopted: 07-01-02

Class created as a result of Nonrepresented Classification & Compensation Study, 2000-2002. This class is composed of positions from the following class(es):
0531 ACCOUNTING SUPERVISOR II Adopted: 07-01-92

Revised: 03-04-03 (added wording pertaining to the supervision of the meter reading and inspection unit)
Revised: 07-23-03 (added wording to clarify duties and description of class)
02-02-10 Deleted reference to Customer Service Manager (abolished) in the Distinguishing Characteristics
June 2009 - Change Job Class number from 7116 to 30000445, due to system change.