

UTILITY CUSTOMER SERVICES SUPERVISOR

DEFINITION

To plan, organize, direct and supervise assigned utility customer services and call center activities; and to perform a variety of technical tasks relative to assigned area of responsibility.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from management staff as assigned.

Exercises direct supervision over assigned technical and support staff.

EXAMPLES OF ESSENTIAL FUNCTIONS - Duties may include but are not limited to the following:

Recommend and assist in the implementation of goals and objectives; establish schedules and methods for assigned operations; implement policies and procedures.

Plan, prioritize, assign, supervise and review the work of staff involved in utility customer service activities.

Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; prepare various reports on operations and activities.

Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justifications for staff, supplies, equipment, and services; monitor and control expenditures.

Participate in the selection of staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.

Evaluate operations and activities of assigned unit; implement improvements and modifications; prepare various reports on operations and activities.

Oversee utility customer service functions including administration of various customer programs and services; oversee licensing operations; ensure integrity of cash receipts and balancing.

Respond to and resolve difficult and sensitive commercial and residential inquiries and complaints; investigate complaints and recommend corrective action as necessary.

Coordinate with various utility payment assistance programs to assist eligible customers.

Answer questions and provide information to the public; investigate complaints and recommend corrective action as necessary to resolve complaints. Build and maintain positive working

relationships with co-workers, other City employees and the public using principles of good customer service.

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Perform related duties as assigned.

### MINIMUM QUALIFICATIONS

#### Knowledge of:

Principles and practices of financial processing and reporting operations including utility billing and customer service activities.

Principles of supervision, training and performance evaluations.

Principles of budget monitoring.

Principles and practices of safety management.

Pertinent local, State and Federal laws, ordinances and rules.

Advanced conflict resolution strategies and problem resolution techniques.

Effective customer service/relations techniques.

#### Ability to:

Organize, implement and direct a variety of utility customer service and call center activities.

On a continuous basis, know and understand all aspects of the job; intermittently analyze work papers, reports and special projects; identify and interpret technical and numerical information; observe and problem solve operational and technical policy and procedures.

On a continuous basis, sit at desk for long periods of time; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation; use telephone, and write or use a keyboard to communicate through written means; and lift or carry weight of 10 pounds or less.

Interpret and explain pertinent City and department policies and procedures.

Assist in the development and monitoring of an assigned program budget.

Maintain accurate and up-to-date records.

Effectively resolve the more complex customer service issues.

Develop and recommend policies and procedures related to assigned operations.

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Supervise, train and evaluate assigned staff.

Communicate clearly and concisely, both orally and in writing.

Establish and maintain cooperative working relationships with those contacted in the course of work.

### Experience and Training:

#### Experience:

Three years of increasingly responsible experience in customer service and/or relations that involved the processing of billing, including two years of functional and technical supervisory experience.

AND

#### Training:

An Associate's degree or 60 semester units of college level course work including 18 units in a major field of study and 21 units in general education from an accredited college or university, preferably in accounting, finance, or related field. Two years of related work experience can substitute for an Associate's degree.

### License or Certificate:

Possession of a valid California driver's license by date of appointment.

11-07-20      Utility Customer Service Supervisor