VALLECITOS WATER DISTRICT

CUSTOMER SERVICE SUPERVISOR

DEFINITION

Under direction, plans, supervises and reviews the work of staff performing cashier, receptionist, customer service, utility billing, and payment collection duties; personally performs the work supervised; makes recommendations for action and assists in policy, procedure, and department budget development and implementation; performs related duties as required.

CLASS CHARACTERISTICS

This is the first line supervisory level in the customer service and utility billing functions, responsible for supervising assigned staff and the accuracy of billing, payment, and customer records; interprets and explains policies and procedures; and handles the most complex customer inquiries and problems. This position is distinguished from the Finance Manager, which oversees all functions of the Finance department.

ESSENTIAL FUNCTIONS

Essential functions include, but are not limited to, the following:

- Plans, assigns, supervises, reviews, and evaluates the work of assigned staff; provides staff training and development; assists in the selection of staff; reviews work for accuracy and compliance with department standards; participates in necessary disciplinary actions; writes performance appraisals; ensures high level of customer service; provides assistance to staff in resolving problems; ensures safe work methods are followed and appropriate safety precautions and equipment are utilized; and conducts safety meetings;
- Handles complicated customer issues; serves as primary contact for elevated customer inquiries and problems; analyzes, interprets, explains, and enforces applicable Federal, State, District, and local policies, procedures, laws, and regulations; corrects errors related to customer accounts;
- Communicates with customers regarding past due bills to avoid interruption of service; prepares customer correspondence and periodic or special reports related to collections and locking of meters;
- Studies and standardizes procedures to improve department efficiency; evaluates and institutes changes in work methods, operations, and priorities; estimates time and material costs; participates in the preparation of the budget and monitors expenditures;
- Assesses department trends, such as length and frequency of telephone calls, and peak customer walk-in times; propose changes to improve department performance as necessary; works with Meter Services department to improve inter-department communication and customer experience;
- Evaluates trends in customer questions and feedback; notifies and coordinates with Public Information department regarding customer communications;
- Accurately updates and maintains the utility billing system’s rates and tier limits; responsible for utility billing software which includes coordination with the Information...
Technology department on upgrades, enhancements, troubleshooting, testing and implementation; evaluates level of data availability and makes recommendations for improvements; oversees the maintenance and accuracy of Utility Billing web page;

- Performs investigation and reconciliation of utility billing information, requiring the review of a variety of reports and records; reviews billings for accuracy and adjusts bills which have been issued to customers improperly; makes arithmetic or statistical calculations;
- Manages contracts with several third party service providers, including printing and mailing contractor, electronic payment processing companies, banking partners, and software vendors;
- Oversees the balancing of cash receipts; calculation of fees, late-payment charges, and adjustments; entry of payments, charges, and other data into utility billing system; supervises the preparation of customer bills, including closing bills and turn-off notices; prepares delinquency and turn-off documents as necessary; prepares composite reports from individual reports of subordinates;
- Holds regular meetings with staff to communicate expectations, receive feedback, resolve problems, provide motivation and employee recognition; provides required resources for work assignments; regularly assists subordinates by performing customer service duties;
- Operates copiers and a variety of office equipment;
- Performs duties in a professional manner and works well with others or in a team setting;
- Establish and maintain cooperative working relationships with co-workers, outside agencies, and the public;
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities
- Observes safe work practices and safety methods; performs other duties as assigned.

QUALIFICATIONS GUIDELINES

Knowledge, Skills, and Abilities

Knowledge of:

- Principles and practices of employee supervision including selection, training, work evaluation, and discipline;
- Principles and practices of record keeping and basic governmental accounting, office management, customer relations, billing, accounts receivable, and collections;
- Policies and procedures related to the work;
- Techniques of dealing with the public, both in person and on the telephone;
- Relevant occupational health and safety regulations and guidelines; safe work methods and safety practices relevant to office work;
- Business data processing principles and computer user applications, particularly as related to statistical analysis and data management;
- Financial/statistical/comparative analysis techniques.

Ability to:

- Communicate clearly and concisely, orally and in writing; prepare correspondence, reports, and documents; maintain accurate records and files;
- Present complex information orally and in writing in an easy-to-understand way for employees, customers, and management;
- Research and prepare complex reports; make accurate financial calculations;
- Analyze technical, administrative, and operational problems, evaluate alternatives and reach sound conclusions;
- Select, train, supervise, and evaluate employees;
- Represent the District in a variety of meetings;
- Operate programs within budgets;
- Respond to emergency situations in an effective manner;
- Understand, explain, and apply policies and procedures;
- Establish and maintain effective working relationships with those contacted in the course of the work.

**Education & Experience**

Any combination of education or experience that would likely provide the necessary knowledge and abilities is qualifying. A typical way to obtain these knowledge and abilities would be: high school graduation or equivalent; and four years' experience in utility billing and utility customer service required, with at least one year in a lead role preferred.

**Licenses, Certificates, and Special Requirements**

- English/Spanish bilingual desirable;
- None required; however, position-related certificates and licenses will be noted.

**PHYSICAL DEMANDS AND WORK ENVIRONMENT**

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Employees may be required to wear and/or use personal protective and other safety equipment. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit; talk or hear; use hands and fingers to grasp and feel objects, tools, or controls; and reach with hands and arms. The employee is occasionally required to walk. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

Environment: Office environment. Frequently works in or around areas with minor amounts of dust. Some work done on ladders up to 4 feet above ground. Noise level is usually quiet.

**I have reviewed this Job Description with my Supervisor and agree with its contents.**

---

Employee Signature ___________________________ Date __________

Supervisor Signature ___________________________ Date __________

*The specific statements shown in each section of this job description are not intended to be all-inclusive. They represent typical elements and criteria necessary to successfully perform the job.*