

SAN BERNARDINO MUNICIPAL WATER DEPARTMENT CLASSIFICATION SPECIFICATION

TITLE: CUSTOMER SERVICE SUPERVISOR

DATE: 7/1/2022

JOB CODE: 51723

FLSA STATUS: EXEMPT

UNIT REPRESENTATION: MID-MGMT

Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are not intended to reflect all duties performed within the job.

DUTIES SUMMARY

Under general direction, to coordinate, schedule, monitor, and supervise the work of personnel assigned to the Customer Service, Central Cashiering, or Billing/Meter Services functions; to provide quality customer service to the Department's customers and the general public; to coordinate assigned activities with other sections and divisions; to provide highly responsible and complex staff assistance to the Administrative Services Manager; and to perform other related duties as required.

DISTINGUISHING CHARACTERISTICS

The class of Customer Service Supervisor is the supervisory level in the Customer Service Series and may be assigned to oversee a medium to large staffing unit of a major function (Section) including Customer Service and Central Cashiering. May supervise the Billing/Posting/Meter Services functions in the absence of the Billing and Collection Supervisor. Incumbents report to the Administrative Services Manager and exercise close to general supervision over Customer Service Representatives I, II, Lead Representatives, and Senior Office Assistant, as assigned.

EXAMPLES OF DUTIES

The following duties are typical essential duties for positions in this classification. Any single position may not perform all of these duties and/or may perform similar related duties not listed here:

- Provide courteous and expeditious customer service to the general public and all City and Department staff;
- Routinely adhere to and maintain a positive attitude toward the City and Department;
- Supervise, plan, organize, coordinate, direct, evaluate, and assign the work and staff within Customer Service and/or Central Cashiering. Supervise the Billing/Posting/Meter Services functions in the absence of the Billing and Collection Supervisor;

- Oversee the work of subordinates engaged in telephone and over the counter customer inquiries, receipt of payments, establishment and termination of customer accounts, delinquency non-payment processing, new construction/development, billing, adjustments, cash receipts, and service orders; set work priorities;
- Coordinate training and retraining of employees; monitor and evaluate quality and quantity of work performed;
- Keep the Administrative Services Manager apprised of all assigned goals, significant work problems, and all staff complaints/compliments received from customers; make recommendations for effective problem resolution;
- Prepare and maintain vacation schedules, and reports and documents related to personnel transactions; prepare and/or approve timecards for subordinate staff;
- Select new employees through participation in oral board interviews; select and recommend advancement and discipline of subordinates;
- Discuss or correspond with existing and potential customers regarding various requirements, regulations, and charges concerning water and sewer services, problems pertaining to excessive usage, collection of overdue accounts, and complaints about rates, charges, and service;
- Analyze workflow and business practices; recommend changes and improvements as needed; develop improved work techniques and operating procedures; keep the Administrative Services Manager apprised of all assigned goals, significant work problems, and all staff complaints/compliments received from customers; make recommendations for effective problem resolution;
- Conduct probationary, special, and annual performance evaluations, including corrective measures where necessary, and provide follow up as necessary; establish ongoing dialogue with staff to ensure the highest level of quality, productivity, and morale;
- Interpret and explain Department policies, procedures, and objectives to employees, ensuring adherence to same; provide documentation, counseling, and progressive discipline as needed;
- Prepare correspondence and periodic and special reports as required by the Administrative Services Manager; ensure compliance with the Department's safety program; ensure that staff provides the highest levels of courteous and expeditious customer service to the public as well as to all internal customers;
- Work with customers to resolve complaints, billing problems, and difficult customer relation problems;
- Recommend and implement approved goals, objectives, and changes to budget for assigned section; provide confidentiality, support, and positive attitude necessary to meet all Department goals;
- Analyze cash collections and record keeping and modify as necessary to promote accuracy, efficiency, and proper internal controls;
- Perform the more responsible accounting for receipt of payments for all Department sections, and other payment centers through Central Cashiering;
- Conduct routine audits to ensure proper cash handling procedures are followed by staff;

- Verify and balance work of cashiers and customer service representatives, on a daily basis;
- Research and provide information for auditors;
- For each cash drawer: count cash, keep running totals of checks and cash receipts, and balance, and research discrepancies;
- Balance all payments and all tender types, (in person, electronic or via mail receipts), and research and resolve any discrepancies;
- Submit cash collection reports and materials to departments; review and approve balancing records; ensure balancing of cash and mail receipts to control figures;
- Prepare bank deposits; request delivery of cash and coin from bank as necessary;
- Coordinate with field service units regarding daily work, including turn-ons, turn-offs, delinquency shut offs, and field investigations;
- Oversee Billing, Posting, and New Service functions as needed, including processing water, sewer, and geothermal bills and all account adjustments;
- Assist the Administrative Services Manager with special projects and assignments;
- Conduct regular staff meetings for Customer Service, Billing and Collections, and Cashiering staff;
- Identify, communicate, and help resolve facilities maintenance issues for customer service building and property; report issues to safety as necessary;
- Troubleshoot any alarm issues for the Customer Service with vendor to ensure proper operation;
- Implement the Department's Records Retention Schedule for assigned sections;
- Provide support to counter and call staff when short-staffed and to avoid long wait times;
- Develop, administer, and monitor section budget;
- Exercise good judgment, flexibility, and sensitivity in response to changing work situations and needs;
- Maintain various confidential employee records including performance evaluations, attendance, leave to include work status reports and FMLA, employee consultations, incident reports, certifications, training, safety, and related areas;
- Review and approve purchase orders, invoices and requisitions;
- Order equipment and supplies;
- Perform related work as required.

QUALIFICATIONS

Any combination of education, training, and experience that would likely provide the knowledge, skills, and abilities to successfully perform in the position is qualifying. A typical combination includes:

Knowledge of:

- Principles and procedures of modern office and business administration;
- Customer service/public relations principles and techniques;
- Principles of supervision, training, and evaluation;
- Theory, principles, and methodology of computerized customer service;
- Advanced principles and procedures of accurate record keeping, preferably related to utility accounts;
- Procedures for receiving and accounting for funds in payment for a variety of accounts;
- Advanced mathematical principles in relation to calculation of costs and adjustments and balancing of cash receipts;
- Municipal accounting procedures, including the use of control and subsidiary accounts and equipment;
- English usage, spelling, grammar, and punctuation;
- Modern office methods, procedures, and equipment including specialized utility computer programs and applications, as well as Microsoft Word and Excel;
- Water utility customer service procedures, practices, and regulations;
- All aspects of Customer Service and Cashiering functions, including the functions of Billing/Posting, New Services, Meter Services, Requests for Information and Collections;
- Effective leadership and problem-solving methods;
- Appropriate safety precautions and procedures.

Ability to:

- Supervise, plan, and schedule work assignments; set priorities; select, train, evaluate, and recommend advancement and discipline for subordinates;
- Develop, administer, and control annual budget; recommend and implement established division goals;
- Maintain clear, concise, and accurate records and reports; prepare periodic and special reports; proofread and detect errors;
- Make mathematical computations quickly and accurately;
- Process and resolve employee grievances;
- Organize and direct the collection and analysis of various information and payment data;

- Compose clear and concise correspondence using Microsoft Word;
- Communicate effectively both orally and in writing;
- Perform account record keeping work of above average difficulty;
- Handle difficult public relation situations with patience, diplomacy, tact, and firmness;
- Read, understand, and apply difficult materials; understand and carry out oral and written instructions;
- Create spreadsheets with worksheet computations using formulas in Microsoft Excel;
- Deal effectively with customers both in person and over the telephone in situations where subordinate staff have been unsuccessful in a resolution;
- Analyze information and make sound independent judgments;
- Develop and implement processes and changes to improve the efficiency or effectiveness of the Customer Service and Cashiering section;
- Demonstrate proficiency with Microsoft Word and Excel at an intermediate level;
- Establish and maintain effective relationships with those contacted in the course work;
- Interact effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the Department's goals and objectives while exercising the highest degree of confidentiality;
- Assign, check, correct and participate fully in the work of subordinates in assigned to Customer Service or Cashiering;
- Establish efficient and accurate record keeping systems;
- Work under high stress conditions;
- Maintain a driving record which meets Vehicle Code standards and is acceptable to the Department and its insurance carrier.

MINIMUM QUALIFICATIONS

Education: Graduation from high school or satisfactory equivalent preferably supplemented by the completion of a minimum of eighteen (18) semester units of coursework in accounting, business, and/or supervision, from an accredited college or university

And

Experience: A minimum of six (6) years of progressively responsible public customer service work of which at least one (1) year involved performing advanced level collections, customer service, cashiering, or billing work equivalent to a Customer Service Representative II.

NECESSARY SPECIAL REQUIREMENTS

Depending on assignment, possession of a valid Class "C" California driver's license. For out of state applicants, a valid driver's license is required and a valid California Class "C" Driver's License must be obtained within ten (10) days of appointment (CA Vehicle Code 12505c).

PHYSICAL TASKS AND ENVIRONMENTAL CONDITIONS

There is frequent need to stand, sit, stoop, walk, and perform other similar actions during the course of the workday. Incumbents require sufficient mobility to work in an office setting, operate standard office equipment, and transport materials and supplies weighing up to 25 pounds. Incumbents must be able to work under moderate stress conditions, dealing often with difficult customers. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

Must be able to see in the normal visual range with or without correction with vision sufficient to read small print, computer screens and other printed documents. Must be able to hear in the normal audio range with or without correction. Employee accommodations for physical or mental disabilities will be considered on a case-by-case basis.

CAREER LADDER

From: Customer Service Supervisor

To: Administrative Services Manager

Job Description

BOWC Approved:

Rev:

9/6/1974

4/19/1983

5/15/2001

1/8/2013

5/3/2016

6/28/2022

Testing Standards: App Review/ Supp App Review