

## **CUSTOMER SERVICE SUPERVISOR**

*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.*

### **DEFINITION**

Under general supervision, assigns, and reviews the work of customer service personnel who provide information, research problems, perform collections and credit arrangement activities, by telephone and in person; handles difficult, complex or sensitive customer account problems and delinquency issues; coordinates other customer service daily activities and variety of tasks relative to assigned area of responsibility.

### **DISTINGUISHING CHARACTERISTICS**

This is the first-line supervisor level classification in the Customer Service Division for the Financial and Administrative Department. The Customer Service Supervisor provides direction to the Customer Service Division by assigning, directing and reviewing work of staff. Supervisory duties include training, writing, conducting performance appraisals, and assisting in department budget preparation. Incumbents provide coaching and guidance to representatives. Duties also include resolving escalated customer complaints and disputes and handle difficult customer delinquency and billing issues.

### **SUPERVISION RECEIVED AND EXERCISED**

Receive direction from the Customer Service Manager and/Director of Finance and Technology Services.

Direct supervision is provided to Customer Service Division.

**ESSENTIAL AND MARGINAL FUNCTION STATEMENTS** – *Essential and other important responsibilities and duties may include, but are not limited to, the following:*

#### **Essential Functions:**

1. Provides day-to-day leadership to ensure a high performance, customer service-oriented work environment that supports achieving the Department's and the District's mission, objectives and values.
2. Prioritize, assign, evaluate and supervise the work of all Customer Service Representatives. Provides coaching and guidance for performance improvement and development; directs and oversees the training of new representatives.
3. Plans and implements work programs and customer service activities: modifies departmental procedures and processes; creates quality assurance tools to ensure completion, quality and timeliness.
4. Write and conduct formal performance appraisals: participates in a variety of personnel actions including hiring, counseling, training, promotion, discipline, and termination.

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5. Interacts effectively and diplomatically in all areas of employee relations, always projecting a professional image in keeping with the District's goals and objectives while exercising the highest degree of confidentiality.
6. Maintains the daily schedule to ensure complete coverage for our customer base.
7. Assumes difficult and specialized customer relation situations, involving upset and dissatisfied customers and requiring sensitivity and sound judgment; takes action to resolve complaints where appropriate, including waiving of delinquency charges and security deposits and agreement on long-term payment plans; receives and responds to correspondence and telephone calls, providing information and handling issues, request and complaints.
8. Maintains and directs the daily activities such as billing, final billing and work orders, returned items, phones, counter, reception, and any departmental duties.
9. Oversees and performs maintenance on the records of past due account; reviews delinquent bill reminders, past due notices, and sets the dates for service shut-off for non-payment; supervises the process of returned items.
10. Attends and participates in professional group meeting; stays abreast of new trends and innovations in utility billing and customer service; directs and participates in the incorporation of new developments into program areas, as appropriate.
11. Assists and participates in the development and administration of the Customer Service annual budget.
12. Reads, understands, and ensures compliance with the CVWD's Safety Manual; attends safety, meetings, as required; reports all accidents, violations, or infractions to supervisor.
13. Regular attendance of the work site.

### **Marginal Functions:**

1. Perform related duties and responsibilities as required.
2. Opens, closes and locks District Administration building, sets and activates building alarm, and performs building security functions

### **KNOWLEDGE, SKILLS AND ABILITIES**

#### **Knowledge of:**

Customer service practices and customer oriented telephone etiquette.

District water and sewer rules and regulations and meter service operations and issues related to assigned functions.

District personnel rules and policies.

Office administrative procedures and methods.

Cash, check and credit card handling techniques.

Principles and methods of business correspondence, recordkeeping and filing.

Principles and practices of sound business communications and correct English use, including spelling, grammar and punctuation.

Appropriate safety precautions, procedures, practices and regulations related to maintain a department/division safety program,

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safe working conditions, and operating equipment.  
Modern office equipment, software programs, and computerized record keeping and filing methods.  
General business mathematics and calculations.  
Principles and practices of effective leadership and employee supervision, including training and performance evaluation.

### **Skill in:**

Operating a personal computer; using customer service database and MDM database.  
Leadership and communication ideals and principals.  
Driving a District vehicle in a safe manner.

### **Ability to:**

Supervise, assign, inspect and evaluate the work of others.  
Communicate effectively, both verbally and in written formats.  
Motivate and evaluate staff and provide for their training and development.  
Develop and implement work standards.  
Plan and organize work to meet changing priorities and deadlines.  
Analyze and resolve complex customer service problems.  
Exercise independent judgment and initiative.  
Train and orient new and existing employees.  
Direct and guide the work of others.  
Train and evaluate staff.  
Provide tactful and courteous service to the public.  
Perform general maintenance and review of customer accounts.  
Analyze, interpret and explain District policies to customers, and deal with them in a tactful and courteous manner.  
Establish and maintain cooperative working relationships with those contacted in the course of work.  
Establish and prioritize action items and multitask effectively.  
Prepares concise records, reports and other written materials.  
Use creative thought to problem solve including the use of new and innovative technologies and techniques.  
Participate in groups and committees that affect District operations, policies and procedures.  
Use Microsoft Outlook including accessing forms within public folders, send and receive email and use the calendar  
and scheduling functions effectively.  
Maintain physical condition appropriate to the performance of assigned duties and responsibilities.  
Maintain mental capacity, which allows the capability of making sound decisions and demonstrate intellectual capabilities.  
Maintain effective audio-visual discrimination and perception needed for making observations, communicating  
with others, reading, writing, and operating assigned equipment.

**EDUCATION AND EXPERIENCE GUIDELINES-** *Any combination of experience and training that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

### **Experience:**

Five (5) years of increasingly responsible administrative experience, involving customer service, billing and/or collection experience, with at least two (2) years in a lead or supervisory position.

Experience in a government or public utility setting is desirable.

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### **Education/Training:**

Equivalent to the completion of twelfth grade supplemented by college level course work or other related training.

Graduation from an accredited college or university with a Bachelor's degree in business administration, public administration, or related field is highly desirable.

### **Certificate**

Possession of, or ability to obtain within 1 year of appointment, a valid DI Distribution Operator Certificate issued by the State Water Resources Control Board.

Possession of Customer Service Certificate issued by the American Water Works Association (AWWA) is desirable.

### **License:**

Possession of a valid State of California Class C driver's license and a satisfactory driving record.

## **PHYSICAL DEMANDS AND WORKING CONDITIONS**

*The physical and mental demands described here are representative of those that must be met by employees to successfully perform the essential functions of this class. Reasonable accommodations may be made to enable individuals with disabilities to perform essential job functions.*

### **Environmental Conditions:**

Incumbents require sufficient mobility to work in an office setting; stand and sit for prolonged periods of time; operate office equipment including computer keyboard; light lifting and carrying; ability to verbally communicate to exchange information; use of hands repetitively to operate, finger, handle or feel office equipment and reach with hands and arms. Employees are frequently required to stand and walk.

### **Mental Demands**

While performing the duties of this class, an employee is regularly required to use written and oral communication skills, read and interpret complex data and information; use math and mathematical reasoning; analyze and solve problems; observe and interpret people and situations; learn and apply new information; perform highly detailed work on multiple, concurrent tasks; work with constant interruptions; interact with District managers and staff, customer who are often upset and dissatisfied, and the public.

### **Vision:**

See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents and to operate assigned equipment.

### **Hearing:**

Hear in normal audio range with or without correction.

JOB STATUS: Exempt

DATE ADOPTED: January, 2015

Safety Sensitive Position