

JOB DESCRIPTION

JOB TITLE: Customer Service Supervisor

JOB NO: AS037226

FLSA: Exempt

JOB FAMILY: Administrative/Specialist

SAFETY SENSITIVE: No

Job description statements are intended to describe the general nature and level of work being performed by employees assigned to this job title. They are not intended to be construed as an exhaustive list of all responsibilities, duties and skills required.

GENERAL SUMMARY

To supervise, assign, review and participate in the work of staff responsible for providing Water and Sewer billing and collection; to coordinate the operations of the Water and Sewer Billing and Collections office; and to perform a variety of technical tasks relative to the collections function.

SUPERVISION

General supervision is provided by the Assistant Manager of Collections. Responsible for supervision of Water and Sewer billing and Collections staff as assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. All behaviors comply with the Code of Conduct and Rules of Behavior outlined in Chapter 8 of the General Government Policies and Procedures Manual.
2. Plan, prioritize, assign, supervise and review the work of staff responsible for providing Water and Sewer billing and collection services.
3. Provide timely, accurate and thorough Performance Reviews for supervised employees.
4. Select clerical staff; provide and coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
5. Respond to and resolve difficult and sensitive citizen inquiries and complaints including consumption disputes, non payment of delinquent bills, and payout arrangements.
6. Prepare, review and verify a variety of documents and forms including billing, commercial termination reports, monthly and annual reports; prioritize and schedule monthly billings and collections; research, develop, administer and monitor new projects and activities.
7. Identify opportunities for improving billing and collection systems including computer program development; review with appropriate management staff; implement improvements.
8. Recommend and assist in the implementation of goals and objectives; establish schedules and methods for providing collection services; implement policies and procedures.
9. Prepare and maintain a variety of records including division personnel, payroll and all purchase orders.
10. Serve as a liaison for the Water and Sewer Billing Office with other City departments, divisions and outside agencies including independent audit staff; coordinate billing activities with other departments and divisions including MIS Division and Printing and Postal Services Division.

11. Plan, direct, coordinate and review the billing and collection of utilities; supervise the preparation of and processing of billings and deposits for new and terminated commercial accounts; verify information including meter reading for correct billing; analyze and determine un-collectible accounts receivable; authorize billing adjustments for accounts as necessary; approve refunds for accounts.
12. Prepare and distribute work orders for meter readings including new and revised accounts.
13. Participate in the preparation and administration of the Water and Sewer Billing office budget; submit budget recommendations; monitor expenses.
14. Supervise the maintenance of records; maintain records for appropriate retention period as required by law.

OTHER DUTIES AND RESPONSIBILITIES

1. Provide administrative support to assist division supervisor and other staff in the completion of their duties and responsibilities; provide training and direction to other staff as needed.
2. Compose, prepare and review a variety of memorandums, correspondence, reports, public notices, surveys and documents as assigned; complete various forms and surveys; photocopy, mail or fax materials as necessary.
3. Perform other duties as assigned.

MINIMUM JOB REQUIREMENTS

EDUCATION

High School Diploma or GED.

EXPERIENCE

Two years of increasingly responsible experience in finance or accounting administration including experience in collections and one year of supervisory or lead responsibility.

LICENSES AND CERTIFICATES

Possession of a valid Class C Texas driver's license.

COMPETENCIES

A supervisor's performance will be evaluated based on five employee competencies and five supervisor competencies.

The five employee competencies are...

- 1) Job knowledge; 2) Teamwork; 3) Customer Service; 4) Flexibility; 5) Work Ethic

The five supervisor competencies are...

- 1) Leadership & Results Orientation; 2) Coaching, Mentoring and Developing Employees; 3) Communications and maintaining an Open Mind; 4) Vision & Innovation; and 5) Empathy.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

Principles and practices of supervision, training and personnel management.

Pertinent federal, state and local laws, codes and regulations, particularly those applicable to governmental finance.

General principles and practices of accounting.

The geography of the City and surrounding area.

Principles and standard practices of cash management.

Skill in:

Coordinating the organization, staffing, and operational activities for Water Billing and Collection operations.

Analyzing and interpreting complex statistical data.

Conflict resolution.

Operating various types of office equipment including computers and adding machines.

Ability to:

Supervise, organize, and review the work of clerical staff.

Select, supervise, train and evaluate staff.

Interpret and apply pertinent federal, state and local laws, codes and regulations.

Respond to requests and inquiries from the general public.

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

Prepare clear and concise administrative reports.

Pass a medical physical examination and drug screen.

Meet the City's driving standards.

Organize work for timely completion.

Communicate clearly and concisely, both orally and in writing.

PHYSICAL REQUIREMENTS/ WORK ENVIRONMENT

Maintain effective audio-visual discrimination and perception needed for:

- *making observations*
- *reading and writing*
- *communicating with others*
- *operating assigned equipment.*

Maintain physical condition appropriate to the performance of assigned duties and responsibilities which may include the following:

- *sitting for extended periods of time*
- *lifting objects up to 34 lbs.*

Director of Human Resources

Date

Department Director

Date

ISSUE DATE: February 1993

REVISION DATE: May 1994; June 2003