



Customer Service Supervisor

DEFINITION

Under general direction, plans, supervises, controls work processes, and reviews the work of the customer service work unit and staff to include; call center, customer service field functions, customer service office support, document reproduction service, and mail center; performs a variety of difficult and complex customer relations and office support activities related to customer accounts, billing and collections for water service. Provides direction and supervises all aspects of the daily customer service work unit operations, and performs related work as required.

DISTINGUISHING CHARACTERISTICS

This classification is a first line supervisor, reporting directly to the Customer Service Manager. The Customer Service Supervisor classification provides direction, planning, scheduling, supervision, coordination and work review of the customer service work unit along with individual responsibility for handling the more complex professional level customer relations and work assignments. The incumbent is expected to oversee the daily operations for the work unit and prepare written performance evaluations for subordinate staff. Normal daily activities require the use of independent judgment within broad guidelines. Individuals are responsible individually and through subordinate staff for the maintenance of high customer service standards, customer relations, and effective coordination of activities within the District and with the public. Incumbents must possess strong leadership, verbal and written communication skills. This class is distinguished from others in the series by the first-line supervisory level of responsibilities and duties; and performance evaluation and development of subordinate staff.

EXAMPLES OF DUTIES

Typical duties may include but are not limited to the following:

- Responsible for the daily operations of the work unit;
- Plans, assigns, schedules, supervises, prioritizes, the work of assigned staff to ensure service standards are maintained and goals are achieved;
- Reviews and evaluates the work of assigned staff for compliance with established procedures to ensure work is performed thoroughly as expected; ensures that approved corrective measures are implemented and applied;
- Trains and evaluates staff, conducts performance evaluations; supports and assists in the development of goals and objectives for assigned staff;
- Responds to and investigates customer escalations and complaints, takes timely appropriate action to ensure resolution;
- Designs, develops and maintains effective work unit user documentation, training/reference materials and procedures; participates in the development and recommendation of related policies and procedures;

- Assists in the development of standards for the work unit including customer service programs such as discount programs and leak adjustments; quality and quantity of work with an emphasis on accuracy and timeliness,
- Performs periodic job audits and analysis to ensure work is performed thoroughly as expected, monitors and ensures standards are achieved and maintained;
- Interprets and implements District policies and procedures; directs and ensures adherence to general quality and service level standards; provides guidance regarding difficult and complex problems;
- Supervises, negotiates and authorizes the collection of final and delinquent bills, fees, deposition and charges, ensures that legal requirements are fulfilled;
- Supervises the day-to-day complex activities of the utility billing system to include payment processing and collection activities; resolve/escalate and follow up on issues to completion;
- Works closely with the Customer Service Manager and may lead the development and implementation of new initiatives involving the customer service work unit;
- Identifies, provides or makes recommendations for the training of assigned staff; conduct meetings and/or training;
- Reviews and evaluates work processes and procedures, recommends and implements improvements.
- Ensures the Customer Services Manager is apprised of significant work problems and customer complaints; makes recommendations for their solution.
- Actively monitors to ensure safe working conditions are maintained; maintains safety records and coordinates or conducts safety training for staff;
- Maintains communications with field employees; provides instruction on resolution of issues or problems encountered in the field; makes site visits to customer locations as needed;
- May participate in the work of the customer service representative series and office support staff;
- May prepare a variety of correspondence, periodic or special reports and other written materials;
- May provide backup supervisory support for the Meter Operations Supervisor
- Coordinate customer service field staff to assist in meter operations related field activities;
- May assist with department budgeting activities;
- Other duties as assigned;

QUALIFICATIONS FOR EMPLOYMENT

Knowledge of:

- Principles and practices of supervision including employee training, performance goal setting, measurement and analysis, performance review and evaluation, and employee counseling;
- Commonly accepted practices and procedures of dealing with the public, productive customer relations and complaint resolution; and providing effective and efficient customer services in an office, field or telephone contact center and environment;
- Principles and practices of effective communication techniques in both verbal and

written presentation utilizing correct business English, including spelling, grammar and punctuation;

- Intermediate skills utilizing Microsoft Outlook, Excel, Word;
- Principles and practices of budget preparation and analysis;
- Basic accounting principles and practices; basic statistical analysis methods and procedures

Ability to:

- Schedule, direct, prioritize, assign and review the work of others to meet established goals and deadlines; follow up on issues to completion;
- Review the work of others, instruct and coach staff to ensure adherence to established procedures; ensure quality and service level standards are maintained;
- Interpret, apply and explain both verbally and in writing, complex policies, procedures and instructions; apply District policies and procedures to actual situations;
- Work in a constantly changing environment with competing priorities;
- Analyze situations, examine alternatives, develop and recommend effective solutions; recommend and implement improvement to business processes;
- Design and develop user documentation and procedures;
- Interact tactfully, effectively, courteously and concisely verbally and in writing with people from varied economic and cultural backgrounds in situations where relations may be strained or problematic; establish and maintain effective working relationships with those contacted in the course of work;
- Comprehend and analyze data and reach sound conclusions; develop and establish objective performance measures and standards;
- Exercise competent and independent judgment to interpret, apply and explain complex policies and procedures;
- Must be able to use independent sound judgement in interpreting and applying complex policies and procedures.
- Lead and implement change initiatives related to business processes and technologies;

Training and Experience:

Any combination equivalent to experience and education that could likely provide the required knowledge and abilities would be qualifying. A typical way to obtain the knowledge and abilities would be:

- Graduation from high school or its equivalent

AND

- A minimum of five years of increasingly responsible experience in customer service

To include:

- Two years of which were in a recent call center environment and with two years of lead or supervisory experience including employee training, performance coaching and

supporting a team in providing direct customer service support in a high volume environment.

LICENSES AND/OR CERTIFICATIONS

- Possession of an appropriate California driver's license issued by the State Department of Motor Vehicles and satisfactory driving record;

OTHER REQUIREMENTS

- Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100 "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."
- May be required to work irregular hours and on an "on call" basis for emergencies

PHYSICAL DEMANDS AND WORKING CONDITIONS

During the course of performing job duties the employee will need the mobility to work in a standard office setting, use standard office equipment such as a personal computer, word processing and data base software, calculator, a copy and/or fax machine; enter and retrieve data from personal computers and terminals via keyboards which is often performed while sitting for extended periods of time; operate office equipment requiring repetitive arm/hand movement and/or the coordinated movement of more than one limb simultaneously. The employee frequently stands, walks, bends at neck and waists, twists at neck and waist, uses repetitive hand movement, uses simple and power grasping with both hands, uses fine manipulation of both hands and fingers, and may require use of the arms above the shoulder, climb or balance; stoop, kneel or crouch. This position requires that the employee demonstrate adequate hearing and speech to converse in person and over the telephone, and vision to read printed materials and use a computer screen. The employee is occasionally required to lift and carry short distances objects such as reams of copier paper, office supplies, files, books, printed materials and other packages weighing up to 10 to 25 pounds.

The noise level in the work environment is quiet to moderate noise. Position may require the ability to work overtime and weekends as needed.

To be successful in this job, an individual must be able to satisfactorily perform each of the listed duties. These duties are representative of the knowledge, skill and/or ability required for the position. Reasonable accommodations may be made to enable individuals with disabilities to perform the duties and functions of the position. Requests for reasonable accommodation should be directed to the Human Resources Manager.

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Approved by: Human Resources Manager