



CUSTOMER SERVICE SUPERVISOR

Department: Customer Service
Range:

FLSA Status: Non-Exempt
Effective Date: September 1, 2010

General Purpose

Under general supervision from the Chief Financial Officer/Treasurer, to supervise the daily operations of the Customer Service function including cashiering and payment processing; to ensure accuracy of accounts, timely processing, and efficiency through implementation of various technology solutions; to supervise, train and evaluate customer service personnel; to provide professional staff assistance in assigned administrative functions; and to perform related duties as required.

Essential Duties and Responsibilities

The duties and responsibilities listed below are intended to provide a representative list of the various types of work that may be performed. Specifications are not intended to reflect all duties performed within the job class, and incumbents may expect to perform other related similar duties.

- Supervises the maintenance of customer account records and files; participates in handling the more difficult technical or sensitive public contacts.
- Supervises and participates in processing customer accounts, preparing and recording changes in service, closing of customer accounts, completing new customer account information and closing of customer accounts.
- Oversees and manages daily cash applications.
- Supervises the cashiers and the staff who prepare the daily deposits.
- Initiates programs that improve customer service.
- Posts, balances and reconciles accounts to the general ledger.
- Prepares a variety of regularly required reports; reviews documents, records and reports for accuracy, completeness and conformity to District standards.
- Coordinates the preparation of a portion of the data and records for customer computer billings.

- Researches, evaluates, recommends and participates in the implementation of technology solutions to streamline and improve existing processes related to customer and consumption information systems.
- Participates in all aspects of work related to computer operations; prepares regular and special reports.
- Schedules upgrades and testing of hardware and software systems.
- Coordinates implementation of new technology to enhance customer service capabilities; plans and develops timelines; obtains competitive pricing from vendors to ensure cost effectiveness.
- Provides and maintains access to internal computer systems for customer service representatives.
- Modifies, develops, and implements policies and procedures as needed to meet the operational needs of the District.
- Coordinates and collaborates with other functional departments to ensure the Billing Departments' goals and objectives are properly aligned with those of the District.
- Researches assigned topics.
- Performs project management duties as needed to ensure successful project implementations.
- Participates in employee selection; trains and evaluates employees as assigned.
- Assists accounting and billing in absence of supervisor; assists with answering telephones, customer complaints and serving customers.
- Participates in District safety meetings.
- Performs other related duties, as assigned.

Qualifications

Knowledge of:

- Purpose, methods and practices of financial record keeping work.
- Principles of accounting, cashiering, internal controls, billing, collection methods, bank transactions and auditing.
- Principles of supervision, training and performance evaluation.
- Business English, spelling and arithmetic.

- Pertinent federal, state and local laws, codes, regulations and ordinances affecting District operations and financial activities.
- Policies and procedures of the District.
- Application and utilization of information technology solutions in the maintenance of accounting, billing and financial records.
- Advanced data base management and report writing.
- Application of various business solutions to enhance operational efficiency.
- Principles of business letter writing and basic report preparation.
- Modern office procedures, methods and equipment including computers.
- Safe work practices.

Ability to:

- Plan, coordinate and perform a wide variety of difficult and specialized professional accounting work related to the billing function.
- Analyze data; prepare and maintain accurate accounting records and files.
- Select, train and evaluate subordinate customer service personnel.
- Use independent judgment in following through with instructions concerning the maintenance of financial records.
- Make mathematical calculations rapidly and accurately.
- Develop, interpret, apply and explain District policies and procedures related to Finance and Billing activities.
- Analyze problems; identify, recommend, and implement solutions.
- Manage projects and achieve established goals.
- Establish and maintain cooperative working relationships with others; deal tactfully and courteously with the public.
- Communicate clearly and concisely, both orally and in writing.
- Operate a vehicle observing legal and defensive driving practices.
- Operate standard office equipment, personal computers, Internet, and Microsoft Office software products.
- Observe proper safety precautions.

Minimum 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:

Education:

A bachelor's degree from an accredited college or university in finance, accounting, business administration, information technology or a closely related field; and

Experience:

A minimum of five (5) years of progressively responsible professional experience in a computerized billing and accounting customer service function for a governmental or special district agency of which at least two (2) years was at a lead or supervisory level. Up to four (4) years of additional qualifying experience may be substituted for two (2) years of the required education, on a “two for one” basis (two years of experience for one year of education).

Necessary Special Requirements

Must possess an appropriate valid, Class “C” Driver’s License issued by the California State Department of Motor Vehicles, and a good driving record.

Possession of a Cash Handler Certificate and/or CMRTA Certified Revenue Officer Certificate is highly desirable.

Physical Tasks and Environmental Conditions

The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions on a case-by-case basis.

While performing the duties of this classification, an incumbent is regularly required to use hands and fingers to handle, or feel. The employee is frequently required to talk, hear, and to sit and reach with hands and arms. The employee is occasionally required to stand, walk, climb or balance and stoop, kneel, crouch or crawl. The employee must regularly lift and/or move up to ten (10) pounds, frequently lift and/or move up to twenty-five (25) pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception and ability to adjust focus.

Article 3.306

Advancement in salary is not automatic. It should be considered a reward for meritorious service. The General Manager may authorize the advancement of an employee who has performed twelve (12) months continuous satisfactory service.

An employee who furthers his/her knowledge in the field or employment may become eligible for consideration of a salary review by the General Manager. The General Manager may authorize reimbursement to the employee for cost of tuition, registration fees, required text books, certification costs and other related charges upon proof of receiving a passing grade, and /or certificate, whichever may be appropriate or both.

THIS POSITION MAY BE ELIMINATED, OR THE DUTIES, QUALIFICATIONS AND TRAINING REQUIRED CHANGED BY THE BOARD OF DIRECTORS AND/OR THE GENERAL MANAGER, WHEN IN THEIR JUDGEMENT, IT IS CONSIDERED NECESSARY AND PROPER FOR THE EFFICIENT OPERATION OF THE DISTRICT.