

TITLE: CUSTOMER SERVICES SUPERVISOR

CODE: 12535

GENERAL DESCRIPTION:

This is responsible customer services supervisory work involving assistance in the direction of the Customer Services operation.

Work involves responsibility for assisting in the management of the District water and sewer billing. Duties include assisting with the automation and centralization of customer service records, with scheduling and coordinating workflow and with assisting with the supervision of a medium size clerical work unit. This position also has the responsibility for making difficult customer complaint resolution decisions. This work requires that the employee have good knowledge, skill and ability in customer services administration and clerical supervision.

SUPERVISION RECEIVED:

Works under the general supervision of the Customer Services Administrator.

EXAMPLES OF DUTIES:

Assists in scheduling, assigning, directing, and evaluating employees in a medium size clerical work group in water and sewer billing and in responding to and resolving customer inquiries and complaints.

Prepares reports, completes forms and compiles information on completed work assignments and employee effort.

Assists in analyzing information on work group efficiency and effectiveness.

Assists in analyzing technical problems and procedures and in preparing recommendations and reports.

Trains and counsels employees. Administers union contract language and recommends oral warnings and higher level discipline. Assists in employee selection. Assures safe work practices.

Assists in coordinating short and long term activities to assure personnel, materials and equipment necessary for projects and objectives.

Performs related work as required.

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### KNOWLEDGE, SKILLS AND ABILITIES:

Good knowledge of customer services operations and complaint handling principles and practices.

Good knowledge of public administration principles and practices as applied to a medium size clerical work unit.

Some knowledge of data processing as applied to complex customer record maintenance.

Good ability to communicate orally and in writing and to coordinate technical and specialized operational and administrative activities.

Good ability to administer policies and procedures including scheduling, budgetary work, day-to-day problem solving and report writing.

Good ability to supervise a work group.

Considerable ability to establish and maintain effective working relationships with coworkers, government agencies, contractors, and the general public.

### QUALIFICATIONS:

A bachelor's degree from a recognized college or university in public or business administration or a related field plus two years of progressively responsible administrative experience, including some supervisory experience, or an equivalent combination of education and qualifying experience substituting on a year-for-year basis.

### SPECIAL REQUIREMENTS:

None.