CITY OF SAN JUAN CAPISTRANO

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

To direct, supervise, and coordinate the activities and operations of the Customer Service Division which includes both the main City counter and Water counter; to oversee all aspects of billing, payment collection, cash balancing, business licensing, and customer relations; to provide customer service at the Water Services public counter; to administer, maintain, and update the utility billing system; and to provide highly responsible and complex support to the Administrative Services Director.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from Assistant Administrative Services Director.

Exercises direct supervision over technical, clerical, and field services staff.

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

Essential Functions:

1. Assumes management responsibility for all day-to-day services and activities of the Customer Service Division including the main City and Water Services public counters, field services, and contracted meter reading services.

2. Manages and participates in the development and implementation of goals, objectives, policies and priorities for Customer Service Division.

3. Prepares and administers departmental budget; monitors expenditure; processes and authorizes the payment of Customer Service invoices.

4. Monitors and evaluates Customer Service work practices and procedures; provides related recommendations and implements changes necessary to improve operational efficiency.

5. Selects, trains, motivates and evaluates customer service personnel; provides or coordinates staff training; works with employees to correct deficiencies; resolves employee issues as they arise.

6. Answers phones and provides customer service at the public counter; responds to customer inquiries regarding accounts and water billing; addresses water quality complaints and questions.

7. Receives and processes water payments; evaluates and makes adjustments to customer accounts as necessary; establishes payment arrangements for customers; starts and cancels water services.

8. Provides follow up and resolution to customer complaints including coordinating with other City departments and/or outside agencies as required; responds to water related emergencies.

9. Acts as System Administrator and ensures the proper functioning of the utility billing system; identifies and troubleshoots system issues; updates and maintains billing software; coordinates and provides systems training to employees.

10. Creates billing accounts for new services in the water system; creates and establishes new billing tracts for new developments.

11. Coordinates the printing of departmental forms including door tags, water bills, and envelopes.

12. Oversees and administers meter reading service contracts; monitors and addresses issues regarding contractor performance and accuracy.

13. Performs related duties and responsibilities as required.

QUALIFICATIONS

Knowledge of:
- General operation characteristics of parking and water systems for a governmental agency.
- Methods and techniques of water meter reading.
- Operational characteristics of meter mechanisms and timing devices.
- Principles and practices of effective customer service.
- General understanding of the principles and practices of water works operations and water quality.
- Modern office procedures, methods and equipment including computers.
- Principles of supervision, training and performance evaluation.
- Basic mathematical principles.
- Principles of basic report preparation.
- Pertinent Federal, State and local codes, laws and regulations.

Skill in:
- Overseeing and participating in the management of a customer service division.
- Directing, overseeing and coordinating the work of lower level staff.
- Selecting, supervising, training and evaluating staff.
- Participating in the development and management of division goals, objectives and procedures.
- Analyzing problems, identifying alternative solutions, projecting consequences of proposed actions and implement recommendations in support of goals.
- Researching, analyzing and evaluating new service delivery methods and techniques.
- Providing customer service and dealing tactfully with the public.
- Interpreting and applying Federal, State and local policies, laws and regulations.
- Communicating clearly and concisely, both orally and in writing.
- Establishing and maintaining cooperative working relationships with those contacted in the course of work.

EXPERIENCE AND TRAINING 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:
Three years of experience in the customer service field including one year of supervisory and water utility experience.

Training:
Equivalent to completion of the twelfth grade.

Licenses or Certifications:
Possession of, or ability to obtain, an appropriate, valid driver's license.

WORKING CONDITIONS

Environmental Conditions:
Office environment; extensive public contact.

Physical Conditions:
Essential functions may require standing or sitting for prolonged periods of time; extensive use of computer keyboards and telephones; requires visual acuity for reading computer screens.