



Job Classification:	Customer Service Supervisor
Representation:	SEIU Local 1021 Union
FLSA:	Non-Exempt
Effective Date:	November 23, 2021

Classification specifications, i.e. Job Descriptions are intended to present a descriptive summary of the range of duties and responsibilities performed by an incumbent in the classification. Furthermore, specifications are not intended to reflect all duties and responsibilities of an incumbent in the classification.

Summary

Under general supervision, an incumbent in this classification will perform the full range of assigned duties of a Customer Service Representative, as well as more difficult and complex assignments and technical and functional supervision to incumbents in class levels I, II, III and Senior. This class is distinguished from the External Affairs Manager position, which is the management level class providing general direction for the Customer Service Department.

Essential Duties - *The following duties are typical for this position. Depending upon the assignment, the employee may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address District needs and changing business practices. The omission of specific statements of duties does not exclude the position if the work is similar, related or a logical assignment to the class.*

- Plans, organizes, and supervises customer billing, collections, and customer service activities
- Monitors performance and customer service statistics and receive public input to improve customer service and identify and evaluate customer trends
- Evaluates and recommends revisions to the District's Water and Wastewater Rules and Regulations and other policies
- Answers customer inquiries and interacts with the public
- Take lead responsibility on lock-off day, including the management of the lock-off list.
- Review monthly reminder, door tag, and lock-off lists prior to final processing.
- Generate and audit various reports, letters, etc. as requested.
- Process new commercial connections and line extensions, including the set up and tracking of inspections
- Handle special, unique, and difficult situations, with the assistance of the External Affairs Manager
- Social Media posts
- Website updates
- Attend public meetings and events, outside of regular business hours
- Under the direction of the External Affairs Manager, assist management with special projects and in revising policies and procedures.
- Perform related duties as assigned.

- Technical, functional, quality control and general supervision and direction of incumbents in class levels I, II, III, and Senior.
- Participates in interviewing, hiring, training and cross-training of staff.
- Involves customer service staff in ongoing training and development programs.
- Assists the External Affairs Manager with the annual budget.
- Regularly monitors performance and provides coaching for performance improvement and development. Prepares performance reviews.
- Provide routine department updates to the External Affairs Manager. Process new commercial connections and line extensions, including the set up and tracking of inspections.
- Handle special, unique, and difficult situations, with the assistance of the External Affairs Manager.
- Establish and maintain an effective and cooperative working relationship with coworkers through knowledge of work, personal and professional conduct, and good judgment.
- Regular attendance and adherence to prescribed work schedule to conduct job responsibilities.
- Perform related duties as assigned or required for the ongoing operation of the District's business.

Qualifications - Any combination of training and experience that would provide the required knowledge, skills and abilities is qualifying.

Knowledge of:

- Principles and practices of efficient and effective customer service via face-to-face, over-the-phone, and electronic means.
- Customer account maintenance; use of electronic customer database, payment and billing systems.
- Records management principles and practices.
- Business arithmetic.
- Standard business practices such as letter writing, report writing, preparing informational materials in visual formats using Microsoft Office software programs.
- English language usage, spelling, grammar, and punctuation.

Ability to:

- Respond to and effectively prioritize multiple phone calls and other request or interruptions.
- Communicate clearly and concisely both orally and in writing with District staff, co-workers, consultants and the public.
- Learn, interpret, and apply applicable policies, procedures, laws, codes, and regulations pertaining to the District.

- Efficiently use computer and financial database programs with sufficient speed and accuracy to perform assigned work; intermediate to advanced skills in Microsoft Office programs.
- Perform a variety of independent research, information retrieval, analysis and report preparations to draw logical conclusions.
- Professionally and tactfully provide customer service to the public and co-workers in person, over the phone or through electronic means.
- Efficiently evaluate and respond appropriately to customer complaints.
- Handle stressful situations and difficult customers in a calm and professional manner.
- Plan, coordinate, prioritize and organize multiple work tasks to meet deadlines with accuracy, thoroughness, and attention to detail, sometimes with little supervision.
- Read, understand and carry out written and oral directions in a clear, concise, and consistent manner.
- Use initiative and independent judgment within established procedural guidelines.
- Use arithmetic to make basic financial calculations quickly and accurately.
- Operate a variety of automated office machines typical of a work environment such as a multi-function printer/copier/scanner machine, fax machine, envelope opener, postage machine, laminator, etc.
- Establish and maintain an effective and cooperative working relationship with coworkers through knowledge of work, personal and professional conduct, teamwork, and good judgment.

Education and Experience – *Any combination of education and experience which would likely provide the necessary knowledge and abilities is qualifying:*

- 18 years of age
- Eligible to work in the United States
- Have a valid California Driver’s License issued by the California Department of Motor Vehicles.
- An Associates degree from an accredited college or university with major coursework in administration or a related field is preferred. A Bachelor’s Degree is desirable.
- Eight (8) years of experience in increasingly responsible clerical/customer service experience, preferably in the public utility industry.
- Two years (2) experience in direct supervision, preferred.

Physical Requirements

While performing the duties of this job, the employee is regularly required to sit at a desk and in meetings for long periods of time, on a continuous basis; intermittently twist to reach equipment surrounding desk; perform simple grasping and fine manipulation with fingers; reach with hands and arms; use a telephone or other electronic communication devices; stand for long periods of times; communicate orally and through written means; use standard office equipment such as computers, copiers, and FAX machines; write or use a keyboard to perform assigned duties; bend,

squat, stoop, crouch, climb, kneel and twist while checking equipment; occasionally climb stairs, stoop, kneel, crouch, or walk and/or stand on slippery surfaces; occasionally lift and/or move up to 25 pounds; hearing and vision within normal ranges with or without correction. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work Environment

Work is generally carried out in a typical office setting. While performing the duties of this job, the working conditions are those of a typical office environment, with temperatures occasionally too warm or too cold, moderate noise levels and under lighting conditions typical of an office. Travel may be necessary on an occasional basis via District vehicle (or may request to use personal vehicle) for District related duties and activities.