



Tuolumne Utilities District
Job Description
CUSTOMER SERVICE SUPERVISOR

POSITION:	Customer Service Supervisor	DEPARTMENT:	Finance
REPORTS TO:	Finance Director		
PAY RANGE:	42	DATE PREPARED:	March 2014
INCUMBENT			

General Description

Under direction of the Finance Director, provides day-to-day leadership and works with staff to ensure a high performance, customer service-oriented work environment.

Essential Functions - *Essential responsibilities and duties may include, but are not limited to, the following:*

- Plans, organizes and supervises customer billing, meter reading, collections, and customer services activities.
- Participates in interviewing, hiring, training and cross-training of staff.
- Regularly monitors performance and provides coaching for performance improvement and development. Prepares performance reviews.
- Monitors performance and customer service statistics and receives public input to improve service delivery and identify and evaluate customer trends.
- Involves customer service staff in ongoing training and development programs.
- Determines shut-offs and procedures for non-payment of bills and arranges for service turn-on and shut-off activities. Coordinates these activities with field staff.
- Monthly reconciliation of utilities activities to the general ledger.
- Assists with the annual budget.
- Evaluates and recommends revisions to the District's Water and Wastewater Rules and Regulations and other policies.
- Handles difficult customer complaints or issues and resolves problems.
- Assures meter reading and billings are completed in a timely and accurate manner.
- Answers customer inquiries and interacts with the public.
- Participates in customer billing and collection. Inputs, verifies and processes customer data and billing information into computer.
- Prepares and processes customer notification of delinquent accounts.
- Recommends changes and enhancements to District's customer accounting system.
- Performs other duties as required.

Qualification Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Knowledge of:

- Principals and practices of effective supervision, including work planning, assignment, review and evaluation and training of staff in work procedures.
- Principles of effective customer relations, customer account maintenance and financial activities such as billing, collections, account processing, meter reading and record keeping.
- Computer applications using a Windows Operating System with Microsoft Office software, including Word and Excel.
- Governmental accounting and interface of general ledger to billing systems.
- Business math and statistical techniques.
- Work-related planning, assigning, training, review and evaluation of programs.
- Office administrative practices and procedures. Advanced skills in preparing correspondence and reports.
- District Water and Wastewater rules.

Ability to:

- Plan, prioritize and participate in comprehensive customer service activities.
- Understand, interpret, explain and apply complex District rules regarding water and wastewater.
- Analyze customer problems, evaluate alternatives and develop sound conclusions and recommendations.
- Deal tactfully with the public and others in providing information, answering questions and providing customer service.
- Train others in work processes and procedures.
- Communicate clearly and effectively orally and in writing.
- Prepare clear, accurate and concise correspondence, records and reports.
- Use tact, discretion and diplomacy in dealing with sensitive situations and concerned people and customers.

Physical Demands:

The physical demands described herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to display verbal skills to effectively interface with other staff members and the public; maintain capacity to sit at a computer for extended period of time, walk; file and retrieve documents from filing cabinets, requiring stooping, bending and reaching; and use of hands to finger, handle, or feel objects and operate office machines.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Work Environment:

The work environment characteristics described herein are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

The majority of the job activities are performed indoors in a temperature-controlled environment. Minimal exposure to noise generated from the operation of office equipment.

Education and Experience:

Education/Certification:

- High school diploma or general education degree (GED)
- Associates of Arts degree in accounting, bookkeeping, business, office management or related field is desirable.

Experience

- Five years of increasingly responsible office administrative or customer service experience.
- Experience in a municipal setting, experience with utility billing, and experience with Springbrook software are preferred.
- Prior collection experience and supervisory experience is a plus.

Other

- Must possess a valid California driver's license, have a satisfactory driving record, and be insurable by the District to operate District vehicles.

Work Hours:

Flexible schedule between 7:00 am to 4:30 pm, Monday through Friday. Subject to change, as required to meet the needs of the District. Must be willing to work overtime and/or alternate schedule when required. May be called in during non-business hours to assist with emergencies.