

## CUSTOMER SERVICE SUPERVISOR

### JOB DESCRIPTION

**Classification Responsibilities:** A Customer Service Supervisor is responsible for supervising the operations of one of the following functional areas: Main and East Valley Business Office, Contact Center and the Unattended Payment Center, Account Maintenance and Billing, Credit Services, or Environmental Management and Sustainability Customer Service Section. This supervision includes measuring and evaluating work performance, developing training schedules and guidelines, prioritizing and delegating essential tasks, developing work schedules, and interviewing/hiring/terminating staff. The work of a Customer Service Supervisor includes dealing directly with the public in person, by telephone, or by written correspondence; establishing and disconnecting water, gas, and/or electric or solid waste service for City utility customers; receiving and tabulating payments for utility services; and balancing a cash drawer. The Credit Service Section includes collecting on delinquent utility accounts, disconnecting and reconnecting utility services, determining customer payment extensions, and researching previous payment histories. Knowledge and application of the Fair Debt Act, business law practices, and bankruptcy codes pertaining to utility accounts are essential for this position. The Environmental Management and Sustainability Customer Service Section includes reviewing the solid waste rate structure and making recommendations on rate adjustments, reviewing solid waste ordinances and making recommendations on changes, creating rate codes for special billing situations, and preparing and analyzing daily and/or monthly payroll and financial performance reports. The Account Maintenance and Billing Customer Service Section includes, in addition to Billing and Account Maintenance for Utilities, supervising the PD Alarm Permit Unit responsible for creating, billing and renewing Alarm system permits, and invoicing False Alarms to City of Mesa residents and businesses. A Customer Service Supervisor must be familiar with the principles, practices, techniques, ordinances, and terminology associated with City of Mesa utilities which include electric, gas, water, solid waste, wastewater, and irrigation. A Customer Service Supervisor recommends changes in goals, procedures, policies, equipment, and personnel to maximize utilization of resources and improve operations. This position assists in the preparation of the section's annual budget by recommending changes to existing budget allocation and preparing written justifications for supplemental requests.

**Distinguishing Features:** Incumbents in this class have full supervisory responsibility over a staff of customer service administrative support personnel. A Customer Service Supervisor exercises considerable discretion and judgment in investigating, analyzing, and resolving the complex and/or sensitive inquiries or complaints referred by staff. Work is performed with considerable independence under the general supervision of either the Customer Information System (CIS) Administrator, the Business Licensing and Revenue Collections Administrator in Business Services, or the Solid Waste Business and Programs Administrator in Environmental Management and Sustainability, who evaluates work on the basis of observation and results achieved. This class is FLSA exempt-administrative.

### QUALIFICATIONS

**Employee Values:** All employees of the City of Mesa are expected to uphold and exhibit the City's shared employee values of Knowledge, Respect, and Integrity.

**Minimum Qualifications Required.** Any combination of training, education, and experience equivalent to graduation from an accredited college or university with an Associate's Degree in Business Administration or related field. Extensive (5+ years) experience performing customer service functions such as meter reading, field services, customer billing, cash remittance processing, phone center operations, business office operations, credit and collections, customer correspondence, or customer account management.

**Special Requirements.** None.

**Substance Abuse Testing.** None.

**Preferred/Desirable Qualifications.** Graduation from an accredited college or university with a Bachelor's Degree in Business Administration, Public Administration, or related field is preferred. Extensive (5+ years) customer service or public contact work with an emphasis on explanation of policies and procedures and the resolution of customer- and office-related problems and complaints is preferred. Considerable (3 - 5 years) supervisory experience is highly desirable.

## **ESSENTIAL FUNCTIONS**

**Communication:** Explains to staff and customers the City's policies and procedures relating to electric, gas, water, solid waste, wastewater and irrigation rates, deposits, and fees. Collects, evaluates, and analyzes data to produce letters, memos, billing statements, and statistical reports so they are able to obtain information, explain policies, resolve billing disputes, and track work. Effectively communicates to management the necessity and justification for policy revisions. Responds to customers and management, either orally or in writing, regarding the most difficult customer complaints. Communicates with supervisors and managers in other City departments, both orally and in writing. Responds to angry, confused, and/or hostile customers in a tactful, confidential, knowledgeable, and courteous manner.

**Manual/Physical:** Reviews work of others to ensure compliance with standard operating procedures, tax laws, etc. Uses a personal computer (PC) to maintain crew sheets, construct detailed spreadsheets and charts, create comprehensive reports, review credit and billing history of accounts, review and complete on-line transactions, and produce memos and letters. Operates and trains staff members on a wide variety of office equipment including PCs, printers, two-way radios, calculators, cash remittance equipment, etc. Meets scheduling and attendance requirements.

**Mental:** Assigns work to staff by determining work priorities, considering work flow patterns, ascertaining current workload, and taking into consideration staff capabilities and knowledge. Supervises and evaluates the performance of staff by closely monitoring overall work flow, spot-checking work completed, and reviewing problems or complaints referred by staff. Investigates and resolves the most difficult customer complaints. Conducts research and develops recommendations. Resolves day-to-day operational problems.

**Knowledge and Abilities: (*common to all assignments*)**

Knowledge of:

principles, practices, and procedures used to train, supervise, and evaluate staff;  
computerized billing systems;  
CIS;  
City of Mesa rate schedules for electric, gas, water, wastewater, solid waste, and irrigation;  
City of Mesa policies, procedures, City codes, and ordinances pertaining to utility customer service;  
procedures for tracing misapplied payments;  
clerical accounting, bookkeeping, and billing principles; and  
the geography and street locations of Mesa.

Ability to:

supervise staff;  
read and interpret fiscal data;  
interact tactfully, confidentially, knowledgeably, and courteously with the public, coworkers, and others;  
make accurate, timely, and effective decisions under stressful conditions;  
exercise initiative in the improvement for the functional area; and  
analyze and solve problems according to department and City policies, regulations, and ordinances.

**Knowledge and Abilities: (*by assignment*)**

***Account Maintenance and Billing***

Knowledge of:

utility billing/customer information systems, permitting systems, and financial systems;  
policies and procedures for residential and commercial utility billing processes and account maintenance;  
thorough knowledge of utility rate schedules and terms and conditions for the sale of utilities;  
meter reading and billing cycles;  
monitor and analyze billing and utility usage data using reporting tools;  
performance measures; and  
the City of Mesa Alarm Ordinance.

Ability to:

explain City policies and procedures concerning billed charges, usage, adjustments, and statistical reports;  
respond to customer correspondence (by mail or phone) regarding billing complaints or inquiries for customer information and billing operations to external and internal customers;  
work with a wide variety of City departments to address customer concerns and resolve customer billing/meter issues;  
make independent decisions regarding customer bill adjustments;  
ensure job duty rotational training and updated job training materials are completed;  
explain the Alarm Ordinance concerning permits, false alarm fees and no permit fees;

work with Licensing to assist with walk-in Alarm customer issues; and ensure accurate monthly billing statements, new and renewed Alarm Permits, and False Alarm Invoices are issued to City of Mesa residents.

***Business Office/Unattended Payments Center***

Knowledge of:

cashiering system in order to train, coordinate, and evaluate staff who utilize this system and to be able to make the required changes/updates to the system;  
terms and conditions for the sale of City of Mesa utilities;  
policies and procedures for collection of delinquent accounts; and  
policies and procedures for internal controls and security measures.

Ability to:

explain City policies and procedures concerning establishing and discontinuing utility services, billing complaints, and payment processing procedures; and  
direct and coordinate staff responses to bank corrections, payment-posting errors, high bills, rate increases, deposit disputes, write-offs of accounts, and meter testing.

***Contact Center***

Knowledge of:

terms and conditions for the sale of City of Mesa utilities;  
policies and procedures for residential and commercial billing processes; and  
policies and procedures for collection of delinquent accounts.

Ability to:

explain City policies and procedures concerning billing functions such as adjustments, bill calculations, statistical reports, and correspondence; and  
direct and coordinate staff responses to high bills, rate increases, establishing and discontinuing utility services, and meter testing.

***Credit Services***

Knowledge of:

policies and procedures for collection of delinquent accounts;  
social services and other governmental energy assistance programs;  
terms and conditions for the sale of City of Mesa utilities;  
the Fair Debt Act, business law practices, and bankruptcy code; and  
credit and collection laws.

Ability to:

explain City of Mesa policies and procedures concerning utility collection, discontinuing utility services, utility rates and fees, and payment schedules; and  
direct and coordinate staff responses to collection inquiries, delinquent notices, and turn-off notices.

***Environmental Management and Sustainability***

Knowledge of:

the department's rate structure;  
production data as it applies to Equipment Operators and Foremen;  
policies and procedures for commercial billing processes;  
policies, procedures, City codes, and ordinances pertaining to solid waste/recycling collection services;  
policies and procedures for collection of delinquent accounts; and  
PC software applications.

Ability to:

explain City and department policies and procedures concerning account setup, bill calculations, adjustments statistical reports and correspondence;  
direct and coordinate staff responses to commercial customer inquiries and complaints;  
perform informational research involving the compilation of data; and  
compose and/or type correspondence, reports, schedules, minutes, agendas, service agreements and statistical worksheets.

The duties listed above are intended only as general illustrations of the various types of work that may be performed. Specific statements of duties not included does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Job descriptions are subject to change by the City as the needs of the City and requirements of the job change.

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EEO-A/S

JOB FCTN-OFF

INCREMENTS 57-200

PAY GRADE: 50

IND-8810

SWORN-No