



CITY OF CAMARILLO

Customer Service Supervisor	Job Code: 620 FLSA: Exempt
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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.

SUMMARY DESCRIPTION

Supervises, assigns, reviews, and participates in the work of staff responsible for performing a variety of customer service and clerical accounting duties in support of the City's utility billing and cashiering functions and program areas; handles the most intense and complex customer services situations and requests; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents 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 business needs and changing business practices.

1. Plans, prioritizes, assigns, supervises, reviews, and participates in the work of staff performing a variety of responsible customer service, clerical accounting, and office support duties including utility billing, cashiering, call center, payment processing, and collection activity for delinquent accounts functions and activities.
2. Establishes schedules and methods for providing customer service functions; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
3. Participates in the development of goals and objectives as well as policies and procedures; makes recommendations for changes and improvements to existing standards, policies, and procedures; participates in the implementation of approved policies and procedures; monitors work activities to ensure compliance with established policies and procedures.
4. Participates in the selection of customer service staff; provides or coordinates staff training; monitors and evaluates staff performance and prepares and presents job performance reviews; works with employees to correct deficiencies; implements discipline procedures.
5. Participates in the preparation and administration of the assigned program budget; submits budget recommendations; monitors expenditures.
6. Retrieves, reviews, and checks documents, records, and forms for accuracy, completeness, and conformance with applicable rules and regulations; processes documents and files.
7. Compiles statistical and financial data; prepares reports on billing and collection activity.
8. Represents utility billing programs on internal and external committees and to the public; receives and evaluates citizen inquiries and initiates appropriate course of action; provides information to others requiring interpretation and/or enforcement of department and City policies; coordinates utility

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billing activities with other City departments, external agencies and organizations, and the community.

9. Assigns delinquent accounts to the County tax roll through the County property taxes; processes and files small claims court action as necessary.
10. Updates the financial system with all utility billing codes; enters rate changes for water, sewer, and refuse increases.
11. Attends and participates in professional group meetings; maintains awareness of new trends and developments in the field of customer service and utility billing; incorporates new developments as appropriate into programs.
12. Performs related duties as required.

QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

- Operations, services, and activities of a customer service program.
- Principles, procedures, and methods used in the performance of utility billing, collections, cashiering, and general office duties.
- Principles of supervision, training, and performance evaluation.
- Basic principles and practices of municipal budget preparation and administration.
- Principles and procedures of financial record keeping and reporting.
- Methods and techniques of coding, verifying, balancing, and reconciling accounting records.
- Basic mathematical principles.
- Customer service techniques, practices, and principles.
- Methods and techniques of proper phone etiquette.
- English usage, spelling, grammar and punctuation.
- Principles of business letter writing and basic report preparation.
- Modern office procedures, methods, and equipment including computers.
- Computer applications such as word processing, spreadsheet, and database applications as well as financial and statistical software.
- Pertinent federal, state, and local laws, codes, and regulations.

Ability to:

- Coordinate and direct assigned customer service and utility billing programs.
- Supervise, organize, and review the work of assigned staff involved in utility billing, cashiering, call center, payment processing, and collection activity for delinquent accounts functions and activities.
- Select, train, and evaluate staff.
- Recommend and implement goals, objectives, policies and procedures for providing customer service and utility billing programs.
- Understand the organization and operation of the City and of outside agencies as necessary to assume assigned responsibilities.
- Understand, interpret, and apply general and specific administrative and departmental policies and procedures as well as applicable federal, state, and local policies, laws, and regulations.
- Prepare clear and concise reports.
- Participate in the preparation and administration of assigned budgets.
- Plan and organize work to meet changing priorities and deadlines.

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Perform a variety of accounting, fiscal, and statistical record keeping duties including to prepare, maintain, and reconcile a variety of records and files.
Perform mathematical calculations quickly and accurately including to add and subtract, multiply and divide, and calculate percentages, fractions, and decimals.
Operate and use modern office equipment including a computer and various software packages.
Adapt to changing technologies and learn functionality of new equipment and systems.
Effectively represent the City to outside individuals and agencies to accomplish the goals and objectives of the unit.
Work under steady pressure with frequent interruptions and a high degree of public contact by phone or in person.
Respond tactfully, clearly, concisely, and appropriately to inquiries from the public, City staff, or other agencies on sensitive issues in area of responsibility.
Utilize public relations techniques in responding to inquires and complaints.
Communicate clearly and concisely, both orally and in writing.
Establish and maintain effective professional working relationships with those contacted in the course of work.

Education and Experience Guidelines - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by additional specialized training or college level course work in accounting, business administration, or a related. A Bachelor's degree is desirable.

Experience:

Four years of increasingly responsible billing and collections experience in a customer service environment including one year of administrative and/or lead supervisory experience.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions 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 job functions.

Environment: Work is performed primarily in a standard office setting with extensive public contact and frequent interruptions; work is fast paced with multiple deadlines.

Physical: Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to lift, carry, push, and/or pull light to moderate amounts of weight; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.

April, 2008
Johnson & Associates