

City of Salem
CLASS SPECIFICATION

CLASS. TITLE:	Customer Service Supervisor	CLASS. CODE: 0500
DEPARTMENT:	Public Works	FLSA: E
REPORTS TO:	Customer Service Manager	DATE: 7/1/2002

Job Summary:

Provides administrative and supervisory work managing the operations, maintenance and production of the Customer Service Division. Responsible for assisting with the wholesale and retail billing of customer water and sewer accounts and collection and payment activities.

Essential Job Functions

(All functions may not be performed by all incumbents.)

1. Prepares monthly reading schedules for the meter readers, reviews and assigns additional work orders on a daily basis for the Water Service field personnel, and reviews work in progress or upon completion.
2. Assigns non-routine projects and creates schedules for office personnel and reviews work daily.
3. Arranges coverage for absent office and field personnel.
4. Assists customers in person, possibly on-site at service locations, or via the telephone with questions or concerns about water and sewer service or other issues. Deals with upset customers.
5. Supervises, trains and assigns office and field personnel with routine and non-routine tasks, and advises, counsels or instructs individual employees on both work and administrative matters.
6. Reviews delinquent accounts and completes complex adjustments and write-offs.
7. Develops, evaluates and revises procedures and business practices and disseminates or trains departmental information to the staff.

Important Job Functions

1. Prepares, manages and maintains utility billing budget. Adjusts budget for personnel and equipment needs including special projects and upgrades.
2. Completes special projects or requests from the Customer Service Manager or other meetings.
3. Attends meetings and participates in committees as needed.
4. Produces reports and supplies information in verbal and written format to other departments within and outside of the City of Salem.
5. Supports Customer Service Manager with obtaining information for Public Works Director, Finance and Council reports and other departments
6. Evaluates and proposes new equipment and procedures for personnel.
7. Assures adherence to safety practices.
8. Performs other duties as required by Customer Service Manager to ensure efficient operation of the department.

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MATERIAL AND EQUIPMENT USED:

- Desktop computer
- Handheld meter reading devices, (manual, touch and radio read)
- Calculator
- Miscellaneous office automation equipment, i.e. – fax, phone, copier, etc.

MINIMUM QUALIFICATIONS REQUIRED:

Education and Experience:

Associates degree from an accredited college or university in business or related field;
and,

Four (4) to five (5) years of experience in a related field; or,

Any combination of education, experience and training which provides the required knowledge, skills, and abilities to perform the essential functions of the class.

License(s) and Certification(s):

- None required.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Knowledge of contemporary office practices and procedures and basic office software products, including preparing spreadsheets and presentations.
- Knowledge of office management and record maintenance procedures.
- Knowledge of general accounting procedures.

Ability to:

- Maintain and operate meter equipment, including handheld meter devices.
- Supervise and manage staff.
- Communicate effectively verbally and in writing to a wide range of individuals, including the ability to resolve issues with uncooperative individuals.
- Use a computer, perform data entry and use various software packages.
- Work independently and make decisions with minimal supervision.
- Comprehend and apply concepts for enhancement and efficiency of department and general operations.
- Establish and maintain effective working relationships with individuals, coworkers, other agencies and the public.
- Perform accounting computations and procedures.
- Maintain required work hours and attendance.

Physically able to:

- Sit, keyboard, write, hear and speak for extended periods.
- Stand frequently for extended periods.
- Bend, kneel, stoop or climb.
- Grasp and perform repetitive movements such as keyboarding and holding meter reading devices.
- Lift up to 20 pounds.

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The above statements are intended to describe the general nature and level of work being performed by employees assigned this classification. They are not to be construed as an exhaustive list of all job duties or roles performed by personnel so classified. It is as well intended to be compliant with the Americans with Disabilities Act.