

Phelan Piñon Hills Community Services District

Job Description

JOB TITLE: Assistant Customer Service Supervisor (ACSS) &
Customer Service Supervisor (CSS)

EXEMPT:	No	SALARY LEVEL ACSS:	80
DEPARTMENT:	Administration	SALARY LEVEL CSS:	90
REPORTS TO:	Administrative Services Manager		
APPROVED:	October 25, 2018		

SUMMARY:

Assistant Customer Service Supervisor

Under the general direction of the Administrative Services Manager, the Assistant Customer Service Supervisor performs a variety of routine supervisory level customer service functions, billing functions, clerical and administrative support functions, delinquent accounts functions, meter-related administration, and accounts receivable functions. Works independently in the absence of the Administrative Services Manager. The Administrative Services Manager will assign some or all of the essential and secondary duties listed below as deemed appropriate and necessary.

Customer Service Supervisor

The Customer Service Supervisor performs all of the duties of the Assistant Customer Service Supervisor and is distinguished from the junior position in that the Customer Service Supervisor performs complex functions and decision making, works independently and has education, training, or certification beyond the requirements of the junior position.

ESSENTIAL DUTIES AND RESPONSIBILITIES: (Responsibilities and duties may include, but are not limited to, the following)

Assistant Customer Service Supervisor

Administrative:

- Responds to customer requests in person or by telephone, mail, e-mail, or fax to initiate, change, or close service accounts; explains billing practices and rates; processes turn-on and turn-off requests, new and transfer accounts, and service orders.
- Maintains records of past due customer accounts; prepares delinquent bill reminders and past due notices; sets dates for shut-off for non-payment; processes NSF checks and refers delinquent accounts to collection agency in accordance with established District policy; reverses late fees and delinquent processing charges within authority levels and when warranted by the circumstances.
- Generates service orders for field staff and makes a record of fieldwork completed.
- Downloads and uploads information from meter reading devices into computer database and processes related reports.

- Prepares and posts account service, comment, and payment data to customer records by computer; generates and prepares billing statements for mailing; reviews, analyzes and verifies preliminary billing ledger reports prior to processing bills.
- Prepares shut-off list and delinquent bills, processes disconnection service orders and/or lists, and makes adjustments to accounts for applicable fees; prepares and mails letters to customers regarding delinquent accounts; follows up on delinquent customers and accounts that have been disconnected; follows up on letters in effort to make collections, prepares and files liens with the county.
- Responds to correspondence from customers, developers, etc., in relation to meter sets and water line extensions; receives will serve requests, prepares cost analysis and conducts research in coordination with field department and engineering staff regarding water availability; drafts water permits and logs meter install; compiles copy of permits and meter maps; sets up new meter accounts in Tyler.
- Prepares invoices for damage to infrastructure; prepares invoices for maps and other miscellaneous charges.
- Prepares monthly reports regarding prepaid fees, meter connections, billing registers, customer adjustments, and all other billing related month-end reporting functions; verifies all accounts are in balance; reports discrepancies and makes adjustments within the policy set forth by the Administrative Services Manager.
- Runs reports on accounts that have liens, tracks liens in spreadsheets and maintains lien release records, prepares and submits lien releases to County.
- Reviews and prepares standby assessments for public hearings and submission to County for inclusion on tax rolls.
- Reviews and prepares delinquent accounts for public hearings and submission to County for inclusion on tax rolls.
- Performs a wide variety of clerical tasks, including typing letters, memos, data entry, maintaining files, scanning files, picking-up and dropping off mail at post office, and sorting mail for distribution to District personnel.
- Answers and directs calls to appropriate District staff; answers a broad range of general information questions about District programs, policies, and procedures.
- Types and/or drafts a wide variety of administrative, memorandum, financial, technical documents and reports from drafts, notes, dictations, or brief oral instructions using word processing software; proofreads or independently composes correspondence and reports related to assigned area of responsibility.
- Performs administrative activities of routine and moderate difficulty in support of various departments, which may include developing and updating a variety of databases and ability to perform complex mailing distributions.
- Operates a variety of office equipment including copier, fax machine, adding machine, postage meter, and scanner; utilizes various computer applications and software packages; maintains and generates reports.
- Reads, understands, and ensures compliance with the District's safety policies; attends safety meeting as required; reports all accidents, violations, or infractions to supervisor.
- Participates in cross-training and provides backup to other department staff.

- Regular attendance at worksite.

Supervisory:

- Provides day-to-day leadership to ensure a high performance, customer-service oriented work environment that supports achieving the District's mission, objectives, and values.
- Prioritizes, assigns, evaluates, and supervises the work of all assigned, administrative customer service personnel.
- Provides coaching and guidance for performance improvement and development; directs and oversees the training of new customer service personnel.
- Plans and implements work programs and customer service activities; modifies departmental procedures and processes; creates quality assurance tools to ensure completion, quality and timeliness.
- Under the direct guidance of the Administrative Services Manager, conducts formal performance appraisals, participates in a variety of personnel actions, such as hiring, counseling, training, promotion, discipline, and termination.
- Assumes difficult and specialized customer service situations involving upset and dissatisfied customer and requiring sensitivity and sound judgement; takes action to resolve complaints where appropriate, including waiving of delinquency charges, deposits, and late charges; preparing payment agreements; receiving and responding to correspondence, telephone calls, and other methods for receiving customer requests and/or complaints.
- Attends and participates in professional group meetings; stays abreast of new trends and innovations in utility billing and customer service; directs and participates in the incorporation of new developments into program areas, as appropriate.
- Assists and participates in the development and administration of the departmental budget.
- Oversees daily processing of customer payments and receipts; ensures daily reconciliation of cash registers and online credit card and other payment methods; ensures proper documentation for deposit transfers and refunds.
- Performs related duties as assigned.

SECONDARY DUTIES AND RESPONSIBILITIES: (Responsibilities include, but are not limited to)

- Schedules community center rental, including updating the calendar, preparing invoices, compiling deposit checks and insurance, creating and closing rental accounts, refunding deposit checks, keeping track of expiration dates on insurance.
- Orders and maintains supplies for the office, and prepares requisitions for miscellaneous items as assigned and in adherence with District's purchasing policy.
- Performs a wide variety of responsible administrative and secretarial duties for management, supervisory staff, and other division staff as assigned; attends to a variety of administrative details to ensure smooth operations of the assigned department of division in serving its customers.

- Verifies deposit, as prepared for the bank, enters cash receipts in subsidiary ledgers in the computer; processes payments and enters payments on computerized system; prepares deposit to go to the bank and records daily deposit.
- As assigned, assist with designs of exhibits or similar materials, creates text and graphic layouts of internal and external communication pieces and collateral materials, including pamphlets, flyers, fact sheets, brochures, invitations, and giveaway/collateral materials.
- Performs related duties and responsibilities as required.

Additional Requirements for Customer Service Supervisor

- Independently performs all supervisory duties for assigned staff, including evaluating personnel, directing assignments, conducting disciplinary actions, and monitoring and assigning developmental activities.

CERTIFICATES, LICENSES, REGISTRATIONS:

- Possession of, and the ability to maintain, a valid California Driver's License with a satisfactory driving record is required.
- Possession of, and the ability to maintain, current driver's insurance is required.

EDUCATION AND/OR EXPERIENCE:

- Associate's degree from an accredited college or university with major coursework in business administration, customer service, office related functions, or a related field.
- Three (3) years of increasingly responsible related experience.
- Completion of, or ability to complete within one year of appointment, a District approved program of instruction or certification acceptable to the District in leadership, supervision, and customer service.
- Experience in customer service functions in a public utility.

Additional Requirements for Customer Service Supervisor

- Five (5) years of increasingly responsible related experience, including at least one (1) year in a supervisory or lead capacity.
- Completion of a District approved program of instruction or certification acceptable to the District in leadership, supervision, and customer service.

QUALIFICATION REQUIREMENTS:

The requirements listed below are representative of the knowledge, skill and/or ability required.

KNOWLEDGE OF:

- Customer service practices and customer oriented telephone etiquette.
- District rules and regulations and issues related to assigned functions.
- District personnel rules and policies.
- Office administrative procedures and methods.

- Cash, check and credit card handling techniques.
- Principles and methods of business correspondence, recordkeeping and filing.
- Principles and practices of sound business communications and correct English use, including spelling, grammar and punctuation.
- Appropriate safety precautions, procedures, practices and regulations related to maintain a department safety program, safe working conditions, and operating equipment.
- Modern office equipment, software programs, and computerized record keeping and filing methods.
- General business mathematics and calculations.
- Principles and practices of effective leadership and employee supervision, including training and performance evaluation.
- Principles and practices of budget monitoring.
- Pertinent local, State and Federal laws, ordinances and rules.

ABILITY TO:

- Supervise, assign, inspect and evaluate the work of others.
- Communicate effectively, both verbally and in written formats.
- Motivate and evaluate staff and provide for their training and development.
- Develop and implement work standards.
- Plan and organize work to meet changing priorities and deadlines.
- Analyze and resolve complex customer service problems.
- Exercise independent judgment and initiative.
- Train and orient new and existing employees.
- Perform general maintenance and review of customer accounts.
- Analyze, interpret and explain District policies to customers, and deal with them in a tactful and courteous manner.
- Maintain and direct the daily activities such as service orders, phones, counter, reception, and any departmental duties.
- Establish and maintain cooperative working relationships with those contacted in the course of work.
- Establish and prioritize action items and multitask effectively.
- Prepares concise records, reports and other written materials.
- Use creative thought to problem solve including the use of new and innovative technologies and techniques.
- Participate in groups and committees that affect District operations, policies and procedures.
- Use Microsoft Outlook including accessing forms within public folders, send and receive email and use the calendar and scheduling functions effectively.
- Maintain physical condition appropriate to the performance of assigned duties and responsibilities.
- Maintain mental capacity, which allows the capability of making sound decisions and demonstrate intellectual capabilities.

- Maintain effective audio-visual discrimination and perception needed for making observations, communicating with others, reading, writing, and operating assigned equipment.
- Assist in the development and monitoring of an assigned program budget.
- Establish and maintain effective working relationships with those contacted in the course of work.

Additional Requirements for Customer Service Supervisor

- Proficiency and competency of the knowledge and abilities cited above with the ability to work independently in absence of direct supervision.
- Demonstration of continuous effort to improve administrative operations, streamline work processes, and work cooperatively and jointly with other supervisory staff to provide quality customer service and establish effective customer relations.

TYPICAL PHYSICAL DEMANDS:

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

- On a continuous basis, sit at a desk and in meetings for long periods of time.
- Use a computer for long periods of time.
- Write or use keyboard to communicate through written means.
- Perform simple grasping and fine manipulation of objects.
- Travel occasionally by automobile in conducting District business.
- Occasionally travel by airplane in conducting District business.
- Regularly required use of hands to finger, handle, or feel objects, tools, or controls; reach with hands and arms; and talk or hear.
- The employee is frequently is required to sit.
- Occasionally required to stand, walk, stoop, kneel, crouch or crawl.
- Must regularly lift and/or move up to 10 pounds and occasionally lift and/or move up to 25 pounds.