

CITY OF RIVERSIDE

0650
0651(NC)

11/10/2009

Revised

**HUMAN RESOURCES DEPARTMENT
 CLASSIFICATION SPECIFICATION**

**TITLE: UTILITIES CUSTOMER SERVICE SUPERVISOR
 UTILITIES CUSTOMER SERVICE SUPERVISOR (NON-CLASSIFIED)***

DEFINITION

Under general supervision, to assign, supervise, and participate in the performance of complex customer service related work involving customer contact by telephone and in person; to maintain accounting records; and to do related work as assigned. *Positions designated as Non-Classified are exempt from the classified service. The Incumbent shall be appointed "at-will" and serve at the pleasure of the City Manager.

REPORTS TO: Utilities Customer Service Manager

SUPERVISION RECEIVED AND EXERCISED

Receives administrative direction from the Utilities Customer Service Manager. Exercises general supervision over Utilities Lead Customer Service Representatives and Utilities Customer Service clerical staff.

EXAMPLES OF DUTIES

Duties may include, but are not limited to, the following:

- _ Assign, supervise, and participate in the processing of applications for utility services.
- _ Supervise and participate in determining deposit amounts, in accepting partial payments and making arrangements for further payments, and in requiring or waiving service charges.
- _ Respond to and make final decisions regarding difficult customer complaints requiring a thorough knowledge of rules, rate schedules, and collection policies.
- _ Prepare legal documents pertaining to bankruptcy, deceased, and damage claims.
- _ Post journal entries to general ledger.
- _ Audit and correct daily unmatched cash transactions.
- _ Supervise control of petty cash and audit cash receipts, reconciles cash receipts with financial reports.
- _ Verify account code distribution.
- _ Prepare reports.
- _ Maintain an accurate subsidiary budget ledger.
- _ Maintain supply inventory and provide for maintenance of office equipment.
- _ Prepare requests for payment and audit time cards and overtime reports.
- _ Assist in budget preparation.
- _ May utilize a micro, mini, or personal computer to carry out assigned customer service functions.

- _ Assist in the development and implementation of systems and procedures.
- _ Supervise, train and evaluate assigned staff.
- _ Review accuracy of lists of customer services to be disconnected for non-payment.
- _ Coordinate customer service activities with other City departments, divisions, and sections, and with outside agencies.
- _ Determine most difficult collection problems and prepare requests for cut-off at pole, underground, or riser; and removal of water or electric meters; and compute charges for reinstatement.
- _ Determine and correct contractor errors regarding proper placement of meters causing wrongful termination and billing of customer accounts; and recalculate correct charges.
- _ Maintain detailed statistical records.
- _ Maintain meter number book for new service accounts.
- _ Investigate and bill for unauthorized service.

QUALIFICATIONS

Knowledge of:

- _ Business, English, spelling, and arithmetic.
- _ Modern office practices, procedures, and equipment.
- _ Operation and care of office equipment.
- _ Bookkeeping principles and practices.
- _ Principles of supervision, training and performance evaluation.

Ability to:

- _ Maintain complex records and prepare reports from such records.
- _ Plan and coordinate the work of a group of Utilities Customer Service Clerks.
- _ Make decisions in accordance with regulations and established policies.
- _ Make relatively complex arithmetic calculations rapidly and accurately.
- _ Deal with the public tactfully and courteously and work harmoniously with other employees.
- _ Operate a computer CRT terminal, typewriter, and other office equipment.
- _ Supervise, train, and evaluate assigned personnel

Education and Experience:

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

Education: Equivalent to the completion of twelfth grade including or supplemented by courses in business practices, data entry, and bookkeeping.

Experience: Four years of experience in general clerical work, including one year experience in the area of customer service.

MEDICAL CATEGORY: Group 1

CAREER ADVANCEMENT OPPORTUNITIES

FROM: Utilities Customer Service Supervisor

TO: Utilities Customer Service Manager