POSITION DESCRIPTION
CUSTOMER SERVICE SUPERVISOR

JOB TITLE:  Customer Service Supervisor

REPORTS TO:  Superintendent – Consumer Services  DEPARTMENT:  Customer Service

EFFECTIVE DATE:  December 2012

SUMMARY:
Carries out supervisory responsibilities in accordance with the organization’s policies and applicable laws. Oversees the investigation and resolution of complex and sensitive service related disputes involving varied utility services.  Analyzes existing and proposed programs, policies and services to ensure their responsiveness to consumer needs.  Provides recommendations for improvements in customer service systems, relations and administration.  Develops proposals and implements approved programs and services targeted to specific consumer needs.  Supervises the operation of customer relations department including departmental planning, assigning of work and evaluating job performance among subordinate personnel.  Recruits additional personnel as authorized.

Essential Duties and Responsibilities:

1. Investigate customer complaints such as high utility bills, property damage, theft of service, etc. and resolve the dispute to the satisfaction of Riviera Utilities while maintaining customer good will.

2. Act as the Conference Examiner to resolve any dispute regarding the correctness of a delinquent account, and/or arrange a mutually satisfactory time-payment plan with the customer.

3. Review bankruptcy cases concerning utility billing, assure action is not taken against an account for pre-filing debts and file claims with the bankruptcy court as applicable.

4. Determine security deposits for commercial accounts by calculating expected loads for new construction and review previous utility accounts for existing structures. Advise customers of methods available to secure utility accounts.

5. Monitor the various forms of security deposits, other than cash deposits, such as irrevocable letters of credit, deposit agreements and surety bonds. Release or cash the various forms of deposit as applicable when utility accounts are closed or have defaulted in payment.

6. Review monthly write-off reports, unpaid 125-C and merchandise bills and work closely with other departments in the collection of write-offs and unpaid bills.

7. Work with the cashier and data processing departments in processing, investigating and collecting returned checks and dishonored bank drafts and use findings to determine if additional service charges are warranted.

8. Review any disputed charges such as late fees, collection fees, etc. to determine if they are warranted and present findings to the customer. Initiate corrective actions as necessary or explain why the charges are correct.

9. Review current and proposed policies to determine what effects the policies have or will
have on customers. Make recommendations for improvements in policies and programs based on customer interest.

10. Help develop new consumer programs and services targeted to specific consumer needs.

11. Assist in all areas to maintain customer good will and demonstrate commitment and responsiveness to customer needs.

12. Show initiative and innovation in departmental planning and supervisory role. Exhibit leadership and supervisory skills. Help develop the careers of department employees through direct training or arranging schools or seminars. Evaluate employees at least annually and communicate their strengths and develop plans for improving productivity and work flow.

13. Recruit additional personnel when and as authorized.

**Knowledge, Skills and Abilities**

1. Knowledge of utility operations and standards that pertain to customer service with advanced understanding of utility billing and collection procedures.

2. Knowledge of math to be able to add, subtract, multiple, divide all units of measure.

3. Knowledge of Riviera’s operations, policies, organizational structure, and procedures.

4. Knowledge of leadership principles and practices such as: authenticity, integrity, humility, motivation, communication, service, influence, recognition, collaboration, and innovation.

5. Knowledge of personnel management concepts such as leadership, motivation, communication, performance management, evaluation, goal setting, strategy development, and ethics

6. Ability to operate personal computer to enter information and review customer accounts. Also, includes the ability to perform light typing.

7. Ability to make accurate and careful recording of information (emphasis on accuracy, not speed).

8. Ability to listen and understand information from a variety of sources.

9. Ability to work alone, or in a group, and to follow through on assignments.

10. Ability to use personal judgment and specialized knowledge to give information to people.

11. Ability to write legibly as needed to complete forms and document activities.

12. Ability to write reports with proper format, punctuation, spelling and grammar, using all parts of speech.

13. Ability to speak with poise, voice control and confidence using correct English and well-modulated voice.

14. Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
14. Ability to change easily and frequently from one activity to another such as from typing to searching in a directory, to using a telephone or radio transmitter.

15. Ability to show initiative and innovation in departmental planning and supervisory role.

16. Ability to exhibit leadership and supervisory behaviors to manage staff and address performance issues.

17. Ability to read, interpret, and comprehend a number of different items including: instructions, reports, bills, policies, procedures, and legal documents.

18. Ability to evaluate and recognize hazardous situations and respond and notify others appropriately.

19. Ability to pay attention to responsibilities, acceptance and execution of all work assignments, including trivial and mundane tasks.

20. Ability to have developed language skills to the point to be able to: Read and understand instructions, safety rules, etc. given in English.

21. Ability to use eyes, hands, and fingers accurately while operating a switchboard or computer keyboard.

22. Ability to perform arithmetic operations and reporting on and/or carrying out a prescribed action in relation to them.

23. Ability to communicate verbally or in writing and to converse with customers and fellow employees.

24. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

25. Ability to effectively coordinate available resources (people, supplies, funds, and equipment) to meet the needs of Riviera customers and employees.

26. Ability to have regular and predictable attendance at work.

**Work Environment/Physical Demands**

This position works inside and may have to Lift 50 lbs. maximum and occasionally lifting and/or carrying such articles as computer printouts, notebooks, ledgers, small tools, etc. Walking and standing are required occasionally. Reaching. Handling. Fingering. Feeling. Talking. Hearing. Seeing.

**Minimum Qualifications**

High School diploma or equivalent and eight years progressively responsible experience in the customer relations/service field including at least three years as an Assistant Supervisor or similar position performing employee management duties. College coursework will substitute for some of the required experience.

Position requires experience and training in leading and managing others. Ongoing training and education is required for positions requiring employee management. Must possess or be able to obtain a valid driver's license within 60 days of employment.