JOB DESCRIPTION

Coachella Valley Water District Date: May 29, 2013

TITLE: CUSTOMER SERVICE SUPERVISOR

SECTION: CUSTOMER SERVICE

DEPARTMENT: SERVICE

SRN S-17:

REPORTING RELATIONSHIP:

Reports to: Customer Services Manager

Supervises the following positions: Lead Customer Service Representatives
Customer Service Representatives
Office Assistant/Data Entry Operator

DEFINITION: Under direction, plan, organize, coordinate and supervise the work of the Office Assistant/Data Operator, Customer Service Representatives and Lead Customer Service Representative; to receive and resolve the most difficult, complex or sensitive customer complaints and questions concerning the delivery of services; to oversee the proper collection of fees and charges; to plan, coordinate and evaluate the call center activities; to have proficient knowledge of District functions and policies; evaluate employees; establish, review and evaluate office operation and schedules recommending changes of method, personnel and schedules when necessary; assist and substitute for Customer Services Manager; to do related work as required.

ESSENTIAL FUNCTIONS:

1. Plans, coordinates, and supervises the Customer Service Section who provides general account information, establish new water accounts, research customers’ billings, collect payments, schedules connections and disconnections of water services, and schedule conservation reviews.

2. Plans, organizes, supervises and evaluates the work of assigned staff; develops, implements and monitors work plans to achieve goals and objectives.

3. Supervises and evaluates the performance of assigned staff; establishes performance requirements’ monitors performance and provides coaching for performance improvement and development. Recommends changes in goals, procedures, policies, equipment, budget and or personnel to achieve maximize performance efficiencies.

4. Schedules, analyzes and resolves the most difficult customer complaints, meets with customers to resolve problems and authorizes adjustments.

5. Collects, evaluates and analyzes data and writes reports, letters and memos to customers and to department and District staff.

6. Interprets rules, regulations, and policies, and makes decisions based upon them.

7. Demonstrates continuous effort to improve operations, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.
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ESSENTIAL FUNCTIONS (Cont.):

8. Provides day-to-day leadership, coaches and develops staff to ensure a high performance, customer service oriented work environment that supports the District’s mission, objectives and values.

9. Supervises the training of new employees on the use of telephones, radio dispatching and computer equipment.

10. Balances the scheduling of staff to accommodate customer demand work loads; monitors employee interactions with customers in person and by telephone to provide coaching to improve customer service techniques and assistance.

11. Delegates correspondence and complaints to appropriate staff and/or takes or recommends action to resolve the complaints. Handles difficult customers with compassion and composure.

12. Develops processes and procedures to ensure accurate and efficient cash handling techniques.

13. Prepares and maintains a variety of records and reports, including time sheets, work orders, daily, weekly, monthly and annual call center operation statistics.

14. Schedules and coordinates activities with other departments and divisions for continual customer service improvement;

15. Requisitions necessary equipment and supplies, and review and approves requests of staff.


MINIMUM QUALIFICATIONS:

Knowledge of:
- Water Delivery and distribution systems and wastewater collection facilities.
- Customer service operations and the handling of complaints.
- District policies regarding water delivery and sanitation services, billing and meter reading.
- District accounting functions.
- Geography of the District and the location of meters and facilities.
- Legal property descriptions.
- Office management.
- Safe work practices.
- Principles of supervision and training.
- Proficient knowledge of District functions and policies.
- Working knowledge of call monitoring software and other computer programs such as SunGard.
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MINIMUM QUALIFICATIONS (Cont.):

Abilities:  
- Plan, organize, coordinate, develop and supervise a staff of employees involved in processing of water orders, establishing new billing accounts and interacting with customers.  
- Train other employees.  
- Oversee cash collections.  
- Maintenance of accurate account status information, and reconciliation of cash balances.  
- Research legal property descriptions.  
- Analyze and resolve customer complaints.  
- Insure the proper maintenance and preparation of records and reports.  
- Tactfully and courteously communicate with the public and employees.  
- Work cooperatively with others.

Education, Experience & Training: A Bachelor’s Degree in Management or a related field and course work and/or certifications related to customer service and/or supervision is highly preferred. Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain this knowledge and abilities would be to have three years of increasingly responsible experience in a water service agency handling customer service problems, monitoring a call center, working with the public and training new employees. Proficient in Microsoft Office is highly desired.

PHYSICAL REQUIREMENTS:

1. Lifts plat books weighing in excess of 10 pounds.  
2. Sits for prolonged periods of time.  
3. Uses voice to communicate.  
4. Operates a computer workstation.  
5. Minimal Driving.

See Human Resources for physical assessment form.