

CITY OF LINCOLN

CUSTOMER SERVICES SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

DEFINITION:

Under general management, supervises and participates in technical and administrative work in the preparation and maintenance of budgetary, accounting, financial, and statistical records; supervises, participates, and trains staff in performing the customer service function for the public, customers, and City staff in various communicative methods such as in person, electronically, or over the phone; provides technical and functional supervision of staff, both technical and front counter administrative staff; and performs other related duties as required.

DISTINGUISHING CHARACTERISTICS:

The **Customer Service Supervisor** is a para-professional with supervisory experience within the public and customer service arenas. This role exercises full responsibility for performing, coordinating, training, and overseeing technical and office administrative support work within the areas pertaining to customer interactions such as billing, leaks, payment processing, collections, business licensing, cash processing, and new accounts. This classification is distinguished from those in the lower classifications of Senior Account Clerk or Senior Office Assistant by their performance of more difficult and complex work requiring independent judgment and decision-making for more complex staff, vendor, and customer service concerns.

SUPERVISION RECEIVED/EXERCISED:

Receives general direction from the Support Services Director, or designee. Exercises direct supervision over clerical and technical support staff.

ESSENTIAL FUNCTIONS: *(include but are not limited to the following)*

- Develops, organizes, and supervises the maintenance of a wide variety of complex financial records and information; utilizes and supervises the automated financial systems and a variety of word processing and spreadsheet programs to enter, store and retrieve information; provides information in person, by electronic means, and over the phone to the public, other governmental agencies and city staff including escalated issues regarding duties within the assigned area; and uses judgment and the interpretation of a variety of processes and procedures to provide training, direction and expectations.
- Performs, trains, motivates and supervises those responsible for the full range of accounting clerk or other administrative activities such as payments, new accounts, billing, business licensing, cash processing, requests for billing assistance and collections.
- Directs assigned personnel in performing a wide variety of technical administrative or accounting duties in the preparation, maintenance and processing of records and financial transactions including utility billing or other specific arenas.

- Responds to department and vendor questions and inquires, especially those difficult and complex in nature; researches and solves concerns using generally accepted business methods.
- Supervises the processing and maintenance of customer billing for water, sewer and refuse for all residential and business/commercial customers, the processing of new customer applications for utility services, the payments of utility services, various licenses, permits and fees, and explains utility billing concerns to staff, customers, and vendors. Supervises and evaluates the notifications of customers with delinquent account status and researches and solves billing inquiries and adjusts accounts if necessary.
- Performs difficult, complex, technical, and/or specialized office support work, which requires the activities and procedures specific to the area assigned.
- Prepares and supervises the preparation of periodic and special reports as required by local, state, and federal regulations; collects and compiles statistical and financial data for special reports. Assists in the preparation of the annual budget for the assigned organizational area, including compiling data and recommending services levels and enhancements; and monitors and tracks expenditures, ensuring the department remains within the approved budget allocations.
- Oversees the collection and record keeping for fees and other monies collected.
- Provides and maintains customer service requests, customer files, refunds, and reports.
- Prepares correspondences, reports, presentations, requisitions, and special customer notifications for distributions.
- Participates in the selection of staff; works with employees to correct deficiencies; informs management and assist if disciplinary procedures are necessary.
- Answers questions and provides information to the public; investigates complaints and recommends corrective action as necessary to resolve complaints.
- Evaluates staff work products, methods, and procedures; supervises data control operations and suggests modifications to improve system and operations.
- Coordinates and communicates with other City departments on processes and procedures related to the department assigned.
- Establishes and helps to assure positive working relationships with representatives of community organizations, local/state/federal agencies and associations, City management and staff, and the public.
- Other duties as required.

PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data and using a computer. The need to lift, drag and push files, paper and documents weighing up to 25 pounds is also required.

QUALIFICATIONS: *(The following are minimal qualifications necessary for entry into the*

classification.)

Education and/or Experience:

Any combination of education and experience that has provided the knowledge, skills and abilities necessary for a **Customer Service Supervisor**. A typical way of obtaining the required qualifications is to possess:

Five (5) years of responsible lead, technical and supervisory experience in financial, statistical record keeping, or business arena equivalent to that of a Senior Office Assistant or Senior Account Clerk in the City of Lincoln. An associate's degree in accounting, business or public administration, or related field is required. A bachelor's degree in accounting, business or public administration or related field may be substituted for one year of experience.

License/Certificate:

Possession of, or ability to obtain, a valid class C California driver's license.

KNOWLEDGE/ABILITIES/SKILLS: *(The following are a representative sample of the KSA's necessary to perform essential duties of the position.)*

Knowledge of:

Principles and practices of financial record keeping, bookkeeping and governmental and fund accounting; basic principles and practices of account payables and receivables; standard business arithmetic as applied to accounting technical and business support; methods and techniques of cash management; data entry, data base access and standard report generation; public relations techniques and procedures to be used with staff, inter-departmental groups, inter-governmental agencies, and customers; basic principles of mathematics; applicable federal, state and local laws, codes and regulations; methods and techniques of supervision including scheduling and motivating staff to complete work assignments; standard office procedures and practices for assigned equipment and other modern office equipment including computer and applicable software; techniques for dealing effectively with the public and City staff, in person, electronically, and over the phone; methods and techniques for record keeping and report preparation and writing; proper English, spelling and grammar; occupational hazards and standard safety practices.

Ability to:

Prepare, maintain and reconcile various complex financial, accounting, business, billing and statistical records; perform technical, specialized, complex and difficult office administration work requiring the use of independent judgment; make arithmetic and statistical calculations quickly and accurately; implement, explain and apply applicable laws, codes and regulations to various parties; read, interpret and record data accurately; oversee projects or programs and supervising, monitoring, motivating, and evaluating staff assignments; organizing own work, coordinating projects, setting priorities, meeting deadlines and following up on assignments with a minimum of direction; work independently and as part of a team managing multiple projects in a demanding and fast-paced environment; make sound decisions within established guidelines; analyze a complex issue, and develop and implement an appropriate response; follow and/or provide effective written and oral directions; nurture an environment that encourages

cooperation, communication, and mutual sharing of risk, responsibility, and reward; establish and sustain an energetic and dynamic work ethic with the Agency's interests always in the forefront; communicate, model and observe safety principles and work in a safe manner; communicate clearly and concisely, both orally and in writing; direct personnel in an effective and proper manner; communicate effectively with co-workers, subordinates, superiors, the general public, representatives of public and private organizations and others sufficiently to exchange or convey information; and establish and maintain effective working relationships. Develop and recommend policies and procedures related to assigned operations.

Skill to:

Operate an office computer and variety of word processing and software applications, including graphic and presentation programs.

Salary Range: Refer to Professional Administrative Group Salary Schedule
FLSA: Non-Exempt
Employee Group: Professional/Administrative
Effective: **July 1, 2017**