



Marina Coast Water District

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CUSTOMER SERVICE SUPERVISOR

DEFINITION

Under general supervision, plans, organizes and supervises the workflow of the District Customer Service, Billing, and Meter Reading functions; provides direction and communication to direct reports and ensures that customer inquiries are answered in a timely, professional manner; audits and verifies completeness and accuracy of work; performs daily helpdesk and technical support and problem resolution to internal and external customers; reviews, develops and implements procedures relevant to the effective and efficient operation of the department; performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

General supervision is given by the Human Resources/Customer Relations Manager. Direct supervision of the Customer Service, Billing and Meter Reading staff is exercised.

CLASS CHARACTERISTICS

This single position class oversees day-to-day operations and participates in all District activities required to ensure that District Customer Service, Billing and Meter Reading functions. Incumbents are expected to perform a technical billing work, in addition to performing a variety of record keeping, reconciliation and report preparation activities. Incumbents will be required to work independently, use sound judgment and assist in the instruction of others. This class provides leadership, training and evaluation of work in addition to dealing with the more complex customer inquiries and problems.

EXAMPLES OF DUTIES (Illustrative Only)

- Assist Customer Service, Billing, and Meter Reading in troubleshooting problems that require special handling and responds to customer inquiries and complaints in a courteous and effective manner.
- Provide continual evaluation of processes and procedures and responsible for suggesting methods to improve operations, efficiency and service to both internal and external customers.
- Maintain in-depth working knowledge of District's customer service systems and processes.
- Work as a member/leader of special or on-going projects that are important to process improvement, such as customer service and/or technology upgrades.
- Monitor and provide performance feedback and coaching on a regular basis; write and administer performance reviews for skill improvement and career development.
- Ensure that Customer Service, Billing, and Meter Reading staff has appropriate training, information, and resources to perform their jobs, including safety procedures, confidentiality and District policies.

- Establish work procedures and processes that support the District's standards, procedures and strategic directives.
- Use appropriate judgment in upward communication regarding department or employee concerns.
- Provide feedback to the Finance Director about any workflow problems or improvement opportunities with the Customer Service, Billing, and Meter Reading functions.
- Establish and maintain effective working relationships with employees, other agencies and the public.
- Safeguard the confidentiality of employee and customer records.

QUALIFICATIONS

Knowledge of:

- Practices and procedures related to accounting for receipts and the maintenance of customer accounts.
- Standard office support practices and procedures, including the use of standard office equipment.
- Computer applications related to the work, including word processing and spreadsheet applications.
- Records management principles and practices.
- Business arithmetic and statistical techniques.
- Techniques for dealing effectively with the public, vendors, contractors and District staff, in person and over the telephone.

Skill in:

- Dealing courteously and tactfully with the public and others in providing information, answering questions and providing customer service.
- Responding to and effectively prioritizing multiple phone calls and other requests or interruptions.
- Attention to detail and organizational skills.
- Interpreting, applying and explaining policies and procedures.
- Composing correspondence independently or from brief instructions.
- Balancing cash receipts and maintaining accurate financial records.
- Establishing, maintaining and researching files.
- Making accurate arithmetic, financial and statistical computations.
- Using English effectively to communicate in person, over the telephone and in writing.
- Using initiative and independent judgment within established procedural guidelines.
- Organizing own work, setting priorities and meeting critical time deadlines.
- Entering and retrieving data from a computer with sufficient speed and accuracy to perform assigned work.
- Establishing and maintaining effective working relationships with those contacted in the course of the work.

Education:

Associate of Arts/Science with major coursework in business, accounting or related field.

Or

Five years of experience as a Customer Service Representative II may be substituted for the education requirements.

Experience:

Two years of experience in maintaining financial or accounting records, including dealing with the public and explaining procedures and regulations. Public sector experience desirable.

License:

Must possess a valid California class C driver's license and have a satisfactory driving record.

Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, over the telephone.