

**RANCHO CALIFORNIA WATER DISTRICT
POSITION DESCRIPTION**

DATE: July 1, 2022

POSITION TITLE: **CUSTOMER SERVICE SUPERVISOR**

GRADE LEVEL: E33

SUPERVISOR TITLE: Director of Administration

FLSA STATUS: Exempt Non-Exempt

BARGAINING UNIT: RCWDEA RCWD MPCEA





DEFINITION

Under direction, to supervise and participate in a variety of services including customer service, account maintenance, collections, and overseeing meter reading

CLASS CHARACTERISTICS

This is a full first line supervisory classification with responsibility for organizing and assigning duties, evaluating results, conducting performance appraisals and recommending personnel actions such as hiring, promotion, discipline and termination. Duties may include performing the most difficult and complex tasks assigned to the work unit. Positions at this level typically report to an assigned department head. This job classification is represented by the Rancho California Water District Employees Association (RCWDEA) bargaining unit

EXAMPLE OF DUTIES (Duties may include, but are not limited to, the following):

-  Supervise and participate in a wide range of customer service, field service and meter reading activities; establish work methods and procedures; assign duties and evaluate results
-  Conduct formal performance appraisals; participate in a variety of personnel actions including hiring, counseling, training, promotion, discipline and termination
-  Recommend, implement and ensure compliance with operational policies and procedures
-  Provide day-to-day leadership and work with staff to ensure a high performance, customer service-oriented work environment that supports achieving the department's and the District's mission, strategic plan, objectives and values

- ✍ Balance the scheduling of staff among assignments to accommodate customer demand; monitor representatives' interaction with customers in person and by telephone to provide coaching to improve customer service techniques and assistance
- ✍ Assume the more difficult customer relations situations, involving upset and dissatisfied customers and requiring a high degree of sensitivity and use of sound independent judgment; take action to resolve complaints where appropriate.
- ✍ Assist in developing and administering the assigned budget; recommend expenditures for equipment, materials and staffing
- ✍ Plan, prepare, and devise work schedules, according to budgets and workloads
- ✍ Provide assistance to higher level management staff; investigate and prepare recommendations related to operational and administrative issues
- ✍ Ensure that established department call center and meter reading metrics are met
- ✍ Ability to listen and ascertain the needs of customers; ability to find and communicate accurate information concerning process, policies and procedures to customers; ability to respond to customers tactfully and courteously
- ✍ Supervise billing processes for all District customers and maintain all customer accounts
- ✍ Supervise collections processes for delinquent customer accounts
- ✍ Develop and implement new processes for computer system to process billing and service requests more efficiently
- ✍ Oversee the meter reading process using the mobile collection and fixed network systems
- ✍ Coordinate customer water service requests including turn-ons and turn-offs
- ✍ Coordinate the delivery of notifications to customers for planned shutdowns or turn-offs due to non-payment
- ✍ Coordinate the installation, removal, relocation, and reading of construction meters
- ✍ Report to management any identified meter service and reading irregularities or inconsistencies
- ✍ Perform related duties as assigned

QUALIFICATIONS

Knowledge of:

- ✍ Public utility billing principles and practices
- ✍ Accounting principles
- ✍ Basic principles of employee supervision including training and performance
- ✍ Applicable laws, codes and regulations
- ✍ District fees, rules and regulations

- ✎ Proper work safety standards

Ability to:

- ✎ Supervise and participate in a full range of customer service and meter reading activities
- ✎ Diagnose service-related problems and provide effective solutions
- ✎ Select, supervise, train and evaluate assigned staff
- ✎ Coordinate assigned activities with the activities of other departments
- ✎ Interpret and apply laws, codes, regulations, policies and procedures
- ✎ Comply with and enforce the District's safety, health and environmental standards
- ✎ Gain cooperation through discussion and persuasion

SELECTION GUIDELINES

The appropriate knowledge, skills, and abilities can be achieved through a variety of combinations of experience and training. A typical example is:

Experience: Two (2) to three (3) years of journey level experience in customer service, billing, meter reading, or accounting with a minimum of two (2) years supervisory experience/capacity or equivalent (i.e., supervisory training, and/or supervising a project or team)

Training: Equivalent to the completion of a bachelor's degree from an accredited college or university with major coursework in accounting or business

Licenses and Certificates:

- ✎ Valid California Driver's License, required

PHYSICAL REQUIREMENTS/WORKING CONDITIONS

The essential functions of this position will require the employee to perform the following physical activities:

- ✎ Frequently use office equipment such as a computer, copier and FAX machine
- ✎ Must be able to carry, push, pull, reach and lift materials and objects up to 25 lbs.
- ✎ Extended standing, walking, sitting, reaching, stooping, and bending
- ✎ Communicates verbally with District management, co-workers, and the public in face-to-face, one-on-one, and group meetings
- ✎ Regularly uses a telephone or radio for communication

- ✍ Ability to speak and hear both in person, by telephone, and radio
- ✍ Vision within normal ranges with or without correction
- ✍ Regular attendance
- ✍ Work in a temperature controlled office environment with moderate noise.
- ✍ Occasional travel by automobile conducting District business

Employee Signature

Date

Supervisor/Manager Signature

Date