



ROWLAND WATER DISTRICT

3021 Fullerton Road, Rowland Heights, CA 91748

www.rwd.org

"We are devoted to caring for our neighbors and our future."

EMPLOYMENT OPPORTUNITY

Customer Service Supervisor

Deadline to file applications: October 14, 2024

Please note that this recruitment may close at anytime without prior notice.

SALARY AND BENEFITS

SALARY RANGE: \$9,609 - \$11,680 per month

- Health, Dental, and Vision Insurance plans paid 100% by the district for employee and dependent(s)
- CalPERS Retirement: Classic members, 2.5% at 55; PEPRA members 2% at 62
- 11 paid holidays per year, 10 paid vacation days per year initially, up to 20 per year, 12 paid sick leave days per year
- Tuition Reimbursement up to \$7,500 per year, and not more than \$37,500 in total
- 9-80 Work Week (every other Friday off)

DEFINITION

Under general supervision from the Director of Finance, performs the most complex and specialized customer service tasks while exercising broader discretion and independent judgment within established guidelines. This position will maintain a general cohesive and high-performing Customer Service Team by leading, directing, coaching, training, and developing all members of their team. The Customer Service Supervisor will also provide employee performance reviews, scheduling and coordination of daily activities. This position will also perform the same work as the Customer Service Team and performs other related duties as assigned.

EXAMPLE OF DUTIES

- Provides day-to-day leadership to ensure a customer service-oriented experience and workplace that supports the District's mission, values and purpose statement.
- A willingness and demonstrated capacity to:
 - Coach and develop the Customer Service Team
 - Manage and address not just the performance, but the behaviors of the Customer Service Team
 - Share difficult and uncomfortable conversations, as necessary
 - Lead fun, focused, and meaningful team meetings
 - Communicate openly and repeatedly with all members of the Customer Service Team, including the management and leadership team
- Prepares accurate and well-written staff performance evaluations on a regular basis.
- Maintains the daily schedule to ensure complete coverage of customer service; oversees coordination with Director of Finance regarding special needs for that day and assignments.
- Resolves more difficult customer relations situations, involving upset and dissatisfied customers, requiring a high degree of empathy, deep listening, exceptional communication skills and ability to be decisive and exercise sound independent judgment.

- Meets with customers to discuss and resolve problems relating to consumption discrepancies and billing issues.

EXAMPLE OF DUTIES (continued)

- Manages District collection activities related to customers.
- Plans and implements work programs and Customer Service activities; makes recommendations for improved job procedures and products.
- Gather, analyze, and prepare documents for special reports and studies.
- Balances cash drawers as well as sets up daily deposits to the bank.
- Reconciles daily batch customer payments with accounting books and records. Establishes and maintains a variety of customer records and files.
- Responsible for reviewing all data transferred from meter reading system and ensure accuracy. Investigates and troubleshoots billing issues. Conducts research, generates computer queries, and analyzes data to detect anomalies and determine the cause for billing inaccuracies. Carries out activities to compute and generate customer billings.

ABILITY TO:

- Model, live out, and hold others accountable to the Rowland Water District organizational purpose.
- Operation and use of computer programs within Microsoft Office 365, including MS Word, MS Excel, and MS Outlook.
- Analyzing complex customer service problems and recommending solutions.
- Operate 10-key calculator by touch.
- Type at a rate of 50 words a minute from clear, legible copy.
- Balancing payment receipts and maintain accurate financial records
- Maintain regular attendance and punctuality.

EDUCATION AND EXPERIENCE

- Equivalent to completion of twelfth (12th) grade.
- Education and/or training in customer service, communication principles and basic accounting.
- Six (6) years of progressive customer service experience; experience in a public setting is highly desirable.
- Two (2) years of progressive leadership experience; experience in a public setting is highly desirable.
- Ability to speak a second language is highly desirable.

SPECIAL REQUIREMENTS

- Possession of a valid California Driver's License (Class C) issued by the State Department of Motor Vehicles. Proof of a good driving record, free of multiple or serious traffic violations or accidents for at least two (2) years duration.
- Required to pass a physical examination which includes an initial drug screening. The district will also conduct a comprehensive pre-employment background investigation.
- This position serves a mandatory six month at-will probationary period.

APPLICATION PROCESS

Visit www.rwd.org for a complete job description. Applications can be completed and submitted online along with a resume at www.rwd.org/careers.