



ROWLAND WATER DISTRICT

CUSTOMER SERVICE SUPERVISOR

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.

ORGANIZATIONAL PURPOSE

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

EXAMPLE OF DUTIES

The following are duties performed by employees in this class. Duties listed are not meant to be all-inclusive. Other duties may be required as assigned.

- 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
- Provides and coordinates new and existing staff training, use of new tools and equipment, and safety practices and procedures.
- 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.

EXAMPLE OF DUTIES (continued)

- Monitors progress and status of assigned tasks to ensure productivity and quality of performance.
- 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.
- 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.
- Responsible for oversight of water service establishment, interruption, and termination.
- 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.
- Prepare and review meter reading reports and distribute work orders to field personnel.
- Responsible for oversight of customer deposits held in accordance with District policy.
- Makes recommendations for approval or disapproval of vacation and leave requests for subordinates.
- Perform a wide variety of administrative tasks including typing letters and memos.
- Attends and participates in professional group meetings; maintains awareness of new trends and developments related to all areas of assignment; incorporates new developments as appropriate.

EMPLOYMENT STANDARDS

Knowledge of:

- Rowland Water District's organizational purpose.
- Principles, practices, methods, and techniques used to provide and maintain an excellent level of customer service.
- Handling of customer service complaints.
- District policies, procedures and regulations related to services and charges.
- Laws and regulations governing collections processes.
- Computerized billing and service information systems.
- Accounting practices and procedures.

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.
- Exercise good judgement, make independent decisions within procedural guidelines, and function without direct supervision.
- Organize work, set priorities, and meet critical time deadlines.
- Train new and existing employees regarding all customer service duties.
- Direct and guide the work of others.
- Respond to and effectively prioritize multiple phone calls and other requests or interruptions.
- Interpreting and explaining District policies and procedures to customers and staff.
- Communicate clearly and effectively orally and in writing.
- Dealing courteously and tactfully with customers, on the telephone and in person, occasionally in situations which may be strained.
- Balancing payment receipts and maintain accurate financial records
- Establish and maintain effective working relationships with District management, employees, customers, and others encountered in the course of work.
- Operate 10-key calculator by touch.
- Type at a rate of 50 words a minute from clear, legible copy.
- Maintain regular attendance and punctuality.

TYPICAL PHYSICAL ACTIVITIES

- Communicates orally with District management, co-workers, and public in face-to-face, one-on-one, and group settings.
- Must be able to carry, push, pull, reach, and lift objects and supplies weighting up to 20 lbs.
- Regularly uses a telephone for communication.
- Uses a two-way radio for communication.
- Uses office equipment such as computers, copiers, scanners, and FAX machines.
- Sits for extended time periods.
- Hearing and vision within normal range.

EDUCATION AND EXPERIENCE

- Equivalent to completion of twelfth (12th) grade.
- Education and/or training in customer service, communication principles and basic accounting.

EDUCATION AND EXPERIENCE (continued)

- 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.

Overtime Assignments

The purveyance of water is a vital service to the community and as such always requires the availability of District personnel. Consequently, employees will be required to respond to emergency calls, accept periodic overtime assignments, and perform all duties deemed necessary by the district. Lacking a bona fide excuse satisfactory to the district, a failure to report when called could result in termination.

Fair Labor Standards Act

For the purposes of the Fair Labor Standards Act, this position shall be considered a General Employee Unit, "non-exempt" position.

Equal Opportunity Employer:

Rowland Water District is an equal opportunity employer, and does not discriminate in hiring, training, promotion, compensation or terms of employment based on race, religious creed, color, national origin, ancestry, physical handicap, medical condition, marital status or sex.

Americans with Disabilities Act

The district will make such reasonable accommodation to enable persons with disabilities to fulfill the requirements of the position in accordance with the Americans with Disabilities Act of 1990.