CLASS TITLE: UTILITIES SERVICES TEAM SUPERVISOR

PURPOSE OF THE CLASSIFICATION: Under general direction is responsible for work team leadership, quality assurance and performance coaching and monitoring customer satisfaction levels for Customer Account Representatives working within Utilities Services and other related assigned duties.

ESSENTIAL TASKS:
• Supervises, coordinates and audits team’s daily work activities and associated paperwork
• Monitors Customer Account Representative (CAR) telephone, personal service and performance to anticipate and address internal/external customer concerns and ensure performance standards
• Keeps informed and communicates current policies and procedures and directives
• Conducts performance evaluations and counsels subordinates regarding job performance
• Performs routine maintenance on multiple Phone Center systems
• Coordinates successful resolution of customer issues with other organizational units and City departments and implements approaches to meet needs or requirements
• Prepares and maintains various records and reports
• Reports internal and external repetitive and complex problems and may suggest recommendations to address issues
• Must report to work on a regular and timely basis

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.

QUALIFICATIONS:
Training and Experience: Graduation from an accredited college with an associate’s degree in business or public administration or other related field; and three (3) years of experience in high volume customer service environment; or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128.

Knowledge, Abilities and Skills: Considerable knowledge of customer service practices and techniques; good working knowledge of business English, spelling, and commercial arithmetic; good working knowledge of laws, ordinances, regulations and policies governing City utilities; and good knowledge of modern office practices and procedures. Ability to lead, coordinate and facilitate effective working relationships with subordinates, public and other City departments; ability to identify errors in mathematical computations and data entered on forms; ability to direct the activities of customer service personnel, insuring attainment of performance standards; ability to perform routine maintenance on utilities systems; ability to use intermediate-level office spreadsheets and word processing programs; ability to communicate effectively both verbally and in writing; and the ability to understand and influence the behavior of others within the organization, customers, or the public in order to achieve job objectives and cause action or understanding. Must possess skill in the use of computers.

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard, ten-key and telephone; occasional lifting up to five pounds; may require sitting for extended periods of time; subject to standing, bending, reaching, walking, and repetitive movements; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: None required.

WORKING ENVIRONMENT: Working environment is primarily indoors; requires use of telephone and other office equipment; and may be subject to overtime.

Class Code: 3000
EEO Code: E-02
Pay Code: EX-28
Group: Clerical and Administrative
Series: Clerical

Effective Date: May 8, 2003