

# CUSTOMER SERVICE SUPERVISOR

## GENERAL STATEMENT OF RESPONSIBILITIES

This position is responsible for performing a variety of administrative duties including the billing and collecting of District fees. This position is also responsible for supervision, training and supporting the Customer Service Representatives. Work is performed under the direction of the Administrative Services Manager, but is carried out with a high degree of independent judgment in accomplishing the work and developing new programs and is held accountable for results. This is a District safety-sensitive position in accordance with Arizona law.

## EXAMPLES OF DUTIES TO BE PERFORMED

1. Directs and oversees the work of Customer Service Representatives.
2. Assists in the hiring, evaluating, disciplining, and terminating of any Customer Service Representatives.
3. Performs new hire and current staff training in processes, procedures and use of software.
4. Oversees the billing and collection of all District fees, including database and customer account management.
5. Oversees the collections of insufficient funds and delinquent accounts, including filing of liens.
6. Responsible for database and customer account management of Commercial, Multi-family, and Availability accounts.
7. Performs duties of Customer Service Representatives in their absence.
8. Processes autopay requests.
9. Processes User and Availability Fee refunds.
10. Researches "dead-end" accounts.
11. Responsible for preparing daily, month-end, and year-end billing reports.
12. Assists other sections with projects and any necessary reporting.
13. Maintains records management and retention for billing-related processes.
14. Works on billing and special projects with Assistant Administrative Services Manager and Administrative Services Manager.
15. Performs general customer service work.
16. Maintains the sewer tap work order logs and preparation of any reports or permits for the Town of Fountain Hills.

17. Maintains and tracks inspections and preparation of necessary reports and correspondence.
18. Responsible for processing blue stake requests by Collection System Operations with Arizona Blue Stake.
19. Processes the encroachment and abandonment permit requests.
20. Assists in answering telephones and routing calls to appropriate staff.
21. Assists in the preparation and development of standard forms.
22. Other tasks as assigned.

#### REQUIRED KNOWLEDGE AND SKILLS

1. Knowledge of general office and accounting principles and procedures.
2. Knowledge of and ability to apply principles of sound management and budget.
3. Knowledge of computers, computer systems, and networks.
4. Overall knowledge of various software applications.
5. Ability to handle personnel issues.
6. Strong customer service skills.
7. Strong organizational skills and ability to prioritize.
8. Ability to concurrently execute multiple tasks.
9. Ability to make sound decisions.
10. Ability to operate various office machines such as a computer, facsimile machine, copy machine, adding machine, etc.
11. Ability to understand and follow oral and written instructions.
12. Ability to communicate with public in a pleasant manner under adverse circumstances.
13. Knowledge of District functions.
14. Knowledge of and ability to apply policies and procedures of the District.
15. Knowledge of permitting process and rate and fee schedule.
16. Ability to read plat maps and sewer atlas.

### REQUIRED TRAINING AND EXPERIENCE

This position requires a minimum of five years of office/customer service experience, strong computer skills, minimum of three years of supervisory experience, completion of high school, and some further business training at the college level. Other combinations of education and experience will be considered.

### ADDITIONAL REQUIREMENTS

1. Must pass a pre-employment drug test.
2. This position requires the use of District vehicles for business. Use of a personal vehicle for District business is prohibited if the employee is not authorized to do so. The incumbent must possess a valid AZ driver's license with a good driving record.