



## CUSTOMER SERVICES SUPERVISOR

*Class specifications are only intended to present a descriptive summary of the range of duties and responsibilities that are associated with specified positions. Therefore, specifications **may not include all** duties performed by individuals within a classification. In addition, specifications are intended to outline the **minimum** qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

### **DEFINITION:**

Under direction, supervise staff within the Utility Billing and Business Licenses division of the Finance Department; provides excellent customer service to internal and external customers pertaining to the billing and collection of City of Burlingame utility accounts, business licenses, and/or the receipts and accounting for City monies; resolves complex financial transactions; performs related work as assigned.

### **DISTINGUISHING CHARACTERISTICS:**

The Customer Services Supervisor is the full supervisory classification assigned to direct the daily operations of the Utility Billing and Business License division. Performance of the work requires the use of considerable independence, initiative, and discretion within established guidelines. This classification is distinguished from the lower classifications of Accounting Technician or Accounting Assistant II, as this position has supervisory and lead responsibilities for the division, and works with greater independence.

### **SUPERVISION RECEIVED/EXERCISED:**

Exercises supervision over lower level staff. Receives supervision from higher level personnel.

### **ESSENTIAL FUNCTIONS:** *(include but are not limited to the following)*

- Plans, organizes, directs, supervises, reviews and evaluates the work of assigned staff and participates in the customer service activities within the Utility Billing and Business License division including billing, cashiering and/or collection functions;
- Provides training and professional development of assigned staff; Implements programs, maintains efficiency in customer service operations;
- Performs professional, technical, analytical and reconciliation work in the area of water and sewer revenues and receivables. Oversees and supervises work flow and work requests, data input and reporting in the City's computerized maintenance management software.
- Prepares reports and maintains records within utility billing program areas and administration programs for the Department; conducts evaluations of the same.
- Resolves the most complex customer service issues and complaints;
- Processes, balances and audits bank deposits; makes necessary bank adjustments;
- Ensures compliance with various rules, regulations, codes, state and federal laws pertaining to billing and collections;
- Uses complex computer software to produce documents and data; Makes complex arithmetic or statistical calculations;
- Designs and prepares departmental forms and operational manuals; Prepares correspondence on procedural or informational matters;

- Provides information to the public or to City staff that requires the use of judgment and the interpretation of policies, rules or procedures;
- Establishes positive working relationships with representatives of community organizations, state/local agencies and associations, City management and staff, and the public.

**PHYSICAL, MENTAL AND ENVIRONMENTAL WORKING CONDITIONS:**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data using a computer keyboard. Additionally, the position requires near vision in reading correspondence, statistical data, and using a computer. Acute hearing is required when providing phone and personal service. The need to lift, drag, and push files, paper, and documents weighing up to 25 pounds also is required.

Some of these requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**QUALIFICATIONS:** *(The following are minimal qualifications necessary for entry into the classification.)*

**Education and/or Experience:**

Any combination of experience and education that would provide the required knowledge and ability is qualifying. A typical combination is:

**Education:**

College courses in Accounting, Business Administration, or a closely related field. Bachelor's degree preferred.

**Experience:**

4 years of experience performing a variety of advanced utility billing customer service work, including one year of lead or supervisory experience.

**License/Certificate:**

Possession of, or ability to obtain, a valid Class C California driver's license.

**KNOWLEDGE/ABILITIES/SKILLS:** *(The following are a representative sample of the KAS's necessary to perform essential duties of the position.)*

**Knowledge of:**

Best methods, practices and techniques for customer service;

Principles and practices of effective supervision;

Customer billing and collection techniques;

Administrative principles, practices and methods, including goal setting, program and budget development, work planning and organization;

Current trends, technologies and regulations in the area of utility customer service; Utility rate structures and schedules;

Cash handling and billing internal controls;

Department policies and procedures pertaining to utility billing and collections;

Customer service information systems.

**Ability to:**

Plan, organize direct, supervise, review and evaluate the work of assigned staff; Research and implement programs to maintain efficiency in the functional operations of billing, cashiering and/or collection;

Communicate effectively, both orally and in writing;

Develop recordkeeping systems and forms; Develop logical, concise and clear reports and correspondence;

Perform routine mathematical computations; Perform clerical procedures; Use computer word processing, database and spreadsheet software;

Evaluate alternative solutions and present recommendations; Interact with the public effectively and courteously;

Establish and maintain cooperative and effective relationships with those contacted during the course of work;

Explain policies and utility rates to customers;

Exercise independent judgment within general policy guidelines.

**Skill to:**

Operate an office computer and a variety of word processing, spreadsheet and software applications.

CUSTOMER SERVICES SUPERVISOR  
AFSCME 829 ADMINISTRATIVE UNIT  
NON-EXEMPT  
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