

Water Authority Position Description

CUSTOMER SERVICE SUPERVISOR

Status	Position Code	Level	Date
APPROVED	CSSP	M26	Mar 2017

Job descriptions are intended to present a general list of the tasks/duties performed by employees within this job Classification. Job Descriptions are not intended to reflect all duties performed within the job.

POSITION SUMMARY

SUPERVISE CUSTOMER SERVICE STAFF AND ACTIVITIES WITHIN THE WATER AUTHORITY TO INCLUDE CUSTOMER BILLING AND COLLECTIONS.

MIN EDUCATION & EXPERIENCE REQ

BACHELOR'S DEGREE WITH MAJOR COURSE WORK IN BUSINESS ADMINISTRATION OR A RELATED FIELD, PLUS THREE (3) YEARS OF SERVICING CUSTOMER ACCOUNTS OR BILLING EXPERIENCE TO INCLUDE ONE (1) YEAR OF SUPERVISORY OR TECHNICAL LEAD EXPERIENCE IN AN ADMINISTRATIVE CAPACITY.

ADDITIONAL REQUIREMENTS

POSSESSION OF, OR ABILITY TO OBTAIN AND MAINTAIN A VALID AUTHORITY OPERATOR PERMIT (AOP). SOME POSITIONS MAY REQUIRE CRIMINAL BACKGROUND CHECK POSSESSION OF A VALID NEW MEXICO DRIVER'S LICENSE.

SUPERVISION RECEIVED/EXERCISED

RECEIVE GENERAL DIRECTION FROM HIGHER LEVEL SUPERVISORY OR MANAGEMENT STAFF.
EXERCISE DIRECT SUPERVISION OVER SUPPORT STAFF.

ESSENTIAL FUNCTIONS

1. COORDINATE THE ORGANIZATION, STAFFING, TRAINING, CONTROLS, AND OPERATIONAL ACTIVITIES RELATED TO CUSTOMER BILLING, COLLECTIONS, CUSTOMER SERVICE ACTIVITIES, ALL PAYMENT PROCESSING, VAULT ACTIVITIES, EXTERNAL BILLING AND PAYMENT SERVICES.
2. SUPERVISE DEPOSIT ACTIVITIES, ACCEPTANCE, AND PROCESSING OF VARIOUS PAYMENT TYPES E.G. (CASH, CHECK, CREDIT CARD) FROM INTERNAL AND EXTERNAL CUSTOMERS AND ALL RELATED FINANCIAL SUBSIDIARY SYSTEMS ENSURING APPROPRIATE CONTROLS, ADHERENCE TO PROCEDURES, ACCURACY, FUNCTIONALITY, AND INTEGRITY.
3. PARTICIPATE IN THE DEVELOPMENT AND IMPLEMENTATION OF GOALS, OBJECTIVES, POLICIES, AND PRIORITIES. RECOMMEND AND IMPLEMENT RESULTING POLICIES AND PROCEDURES.
4. IDENTIFY OPPORTUNITIES FOR IMPROVING SERVICE DELIVERY METHODS AND PROCEDURES. IDENTIFY RESOURCE NEEDS. REVIEW WITH APPROPRIATE MANAGEMENT STAFF. IMPLEMENT IMPROVEMENTS.
5. PREPARE DEPOSITORY AGREEMENTS. OPEN AND CLOSE ACCOUNTS. MANAGE ACCOUNTS WITH SPECIAL BILLING CONTRACTS. SERVE AS A LIAISON WITH THE BANKING COMMUNITY.
6. VERIFY THE ACCURACY OF INVOICES AND DISBURSEMENTS REQUESTS. REVIEW INVOICES AND DOCUMENTS RECEIVED. PERFORM VARIOUS DEPOSIT, RECONCILIATION AND REPORTING ACTIVITIES.
7. PERFORM A VARIETY OF DUTIES UTILIZING LARGE AND COMPLEX COMPUTER SYSTEMS SUCH AS MAXIMO OR SPREADSHEETS AND WORD PROCESSING SOFTWARE. PREPARE REPORTS, MAINTAIN FILES AND RETAIN RECORDS.
8. RESPOND TO PUBLIC INQUIRIES INCLUDING, BUT NOT LIMITED TO, COMPLAINTS RECEIVED THROUGH THE 311 SYSTEM IN A COURTEOUS MANNER. PROVIDE INFORMATION WITHIN AREA OF ASSIGNMENT. RESOLVE COMPLAINTS IN AN EFFICIENT AND TIMELY MANNER.
9. ENSURE ALL CUSTOMER RELATIONS POLICIES, PROCEDURES ARE FOLLOWED.
10. REVIEW, MONITOR AND DISPATCH WORK ORDERS FOR COLLECTION INCLUDING TURNING SERVICES ON OR OFF, RESETTING, REMOVING OR REDUCING CUSTOMER SERVICES.
11. PARTICIPATE IN THE INTERVIEW/SELECTION PROCESS. TRAIN, MOTIVATE AND EVALUATE ASSIGNED STAFF. PROVIDE OR COORDINATE TRAINING. WORK WITH EMPLOYEES TO CORRECT DEFICIENCIES. IMPLEMENT DISCIPLINE AS NEEDED.

12. PARTICIPATE IN THE DEVELOPMENT AND ADMINISTRATION OF ASSIGNED BUDGET. FORECAST FUNDS NEEDED FOR STAFFING, EQUIPMENT, MATERIALS AND SUPPLIES. MONITOR AND APPROVE EXPENDITURES. RECOMMEND ADJUSTMENTS AS NECESSARY.

13. COORDINATE CUSTOMER SERVICE ACTIVITIES WITH THOSE OF OTHER DIVISIONS AND OUTSIDE AGENCIES AND ORGANIZATIONS.

14. ASSIST CUSTOMERS USING THE ABCWUA ONLINE PAYMENT SERVICES, AUTOMATED VOICE RESPONSE AND WEB SELF SERVICE SYSTEMS.

15. REVIEW RESOLUTION OF COMPLEX ISSUES WITH APPROPRIATE MANAGEMENT STAFF AND RECOMMEND IMPROVEMENTS.

16. ASSIST IN INVESTIGATIONS AND RESOLUTIONS OF CUSTOMER COMPLAINTS, FACILITATES FIELD VISITS, INTERNAL REVIEWS IN AN ATTEMPT TO RESOLVE CUSTOMER ACCOUNT DISPUTES. MAY APPEAR AS WITNESSES IN ADMINISTRATIVE HEARINGS.

SUPPLEMENTAL FUNCTIONS

1. ATTEND AND PARTICIPATE IN PROFESSIONAL GROUP MEETINGS. STAY ABREAST OF NEW TRENDS AND INNOVATIONS IN THE FIELD OF CUSTOMER SERVICE.

2. PERFORM RELATED DUTIES AND RESPONSIBILITIES AS REQUIRED.

PREFERRED KNOWLEDGE

OPERATIONAL CHARACTERISTICS, SERVICES AND ACTIVITIES OF A CUSTOMER SERVICE PROGRAM, CALL CENTER OPERATIONS, CASH MANAGEMENT, BANKING, AUDITING, OR FISCAL PROGRAMS MODERN AND COMPLEX PRINCIPLES AND PRACTICES OF CUSTOMER SERVICE BILLING, COLLECTIONS, ACCOUNTING AND REPORTING ADVANCED PRINCIPLES OF MATHEMATICS AND STATISTICS BASIC PROCEDURES OF WATER AUTHORITY ACCOUNT ADJUSTMENTS AND RATE SCHEDULES PRINCIPLES AND PROCEDURES OF OFFICE ADMINISTRATION BASIC PRINCIPLES OF BUDGET PREPARATION AND CONTROL PRINCIPLES OF SUPERVISION, TRAINING AND PERFORMANCE EVALUATION MODERN OFFICE PROCEDURES, METHODS AND EQUIPMENT INCLUDING COMPUTERS PERTINENT FEDERAL, STATE, AND LOCAL LAWS, CODES AND REGULATIONS PROCEDURES OF WATER AUTHORITY ACCOUNT ADJUSTMENTS AND RATE SCHEDULES WATER AUTHORITY PERSONNEL RULES AND REGULATIONS

PREFERRED SKILL/ABILITY

SUPERVISE, DIRECT AND COORDINATE THE WORK OF SUPPORT STAFF
AUDIT FINANCIAL RECORDS AND OPERATIONS TO VERIFY ACCURACY
MAINTAIN A VARIETY OF FINANCIAL RECORDS AND FILES
SELECT, SUPERVISE, TRAIN AND EVALUATE STAFF
INTERPRET AND EXPLAIN WATER AUTHORITY CUSTOMER SERVICE POLICIES AND PROCEDURES PREPARE CLEAR AND CONCISE REPORTS
OPERATE OFFICE EQUIPMENT INCLUDING COMPUTERS AND SUPPORTING WORD PROCESSING AND SPREADSHEET APPLICATIONS COLLECT, ANALYZE AND INTERPRET DATA COMMUNICATE CLEARLY AND CONCISELY, BOTH ORALLY AND IN WRITING
ESTABLISH AND MAINTAIN EFFECTIVE WORKING RELATIONSHIPS WITH THOSE CONTACTED IN THE COURSE OF WORK

WORKING CONDITIONS

OFFICE ENVIRONMENT; EXPOSURE TO COMPUTER SCREENS, WORK CLOSELY WITH OTHERS.

PHYSICAL REQUIREMENTS

MAINTAIN PHYSICAL CONDITION APPROPRIATE TO THE PERFORMANCE OF ASSIGNED DUTIES AND RESPONSIBILITIES SUCH AS: WALKING, STANDING OR SITTING FOR PROLONGED PERIODS; LIGHT LIFTING AND CARRYING; AND EXTENSIVE USE OF COMPUTER KEYBOARD. MAINTAIN EFFECTIVE AUDIO-VISUAL DISCRIMINATION AND PERCEPTION NEEDED FOR MAKING OBSERVATIONS, COMMUNICATING WITH OTHERS, READING, WRITING AND OPERATING ASSIGNED EQUIPMENT.