

CUSTOMER RELATIONS SUPERVISOR

PURPOSE: To supervise the work of assigned personnel in the Customer Services Division of the Public Works and Utilities Department.

FUNCTIONAL AREAS:

1. Plan, direct, supervise and evaluate the services provided by the assigned Customer Services Division personnel.
 - * A. Supervise the gathering and processing of data used in Division operations to ensure accuracy and completeness.
 - * B. Supervise Divisional programs and/or operations assigned. Evaluate and recommend improvements.
 - * C. Evaluate Divisional policies and procedures in order to recommend cost-effective improvements in customer service.
 - * D. Resolve customer disputes.
 - * E. Assist in Divisional budget development and approve expenditures.
 - * F. Communicate and coordinate with internal and external agencies and the general public in order to provide effective customer service.
 - * G. Supervise the ordering of supplies, materials, and equipment.
 - * H. Monitor activities to ensure conformance with governmental regulations, departmental policies, safety regulations, and labor agreements.
 - * I. Perform the duties and responsibilities of Manager, Customer Services in his/her absence.

2. Supervise the Customer Services Division staff.
 - * A. Prioritize, schedule and assign work, including developing yearly duty schedules.
 - * B. Effectively recommend the hire, transfer, promotion, and suspension or discharge of subordinate personnel.
 - * C. Establish work standards, provide coaching and feedback, and conduct employee evaluations.
 - * D. Discipline assigned personnel as necessary.
 - * E. Provide for the training of employees in proper and safe work methods and procedures.
 - * F. Effectively recommend adjustments or other actions in employee grievances.
 - * G. Delegate authority and responsibilities to others as needed.
 - * H. Disseminate instructions and information to employees through oral and written communications.

JOB REQUIREMENTS

Education & Experience Requirements

- ◆ A. Degree in Business Administration, Public Administration or a related field, plus two (2) years of progressively responsible, verifiable experience in office management and administration; or a combination of education and experience which is accepted as equivalent.

Knowledge Requirements

- ◆ A. Knowledge of accepted supervisory and personnel management practices and the ability to use them effectively.
- ◆ B. Knowledge of budgeting theory, methods, principles and practices.
- ◆ C. Knowledge of program planning, implementation, analysis and evaluation principles and practices.
- ◆ D. Extensive knowledge of the principles, methods and techniques used in computerized billing, credit, and collection.
- ◆ E. Knowledge of natural gas and water utility operations.
- ◆ F. Knowledge of labor relations and labor agreements.
- ◆ G. Knowledge of research and data analysis methods for the purpose of budget and program management.
- ◆ I. Knowledge of local, state, and federal laws and regulations related to credit and collection work and gas and water meter and appliance installation, operation and repair.
- ◆ J. Knowledge of effective training methods.

Skill Requirements

- ◆ A. Skill in supervising, evaluating, and analyzing operations and procedures related to division activities, including prioritizing, scheduling and coordinating work projects.
- ◆ B. Skill in effectively communicating on a one-to-one basis or with groups for the purpose of obtaining and providing information and for resolving conflicts.
- ◆ C. Skill in preparing and presenting accurate and concise written and oral reports to individuals and groups.
- ◆ D. Skill in supervising others.

Ability Requirements

- ◆ A. Ability to interpret and analyze data and descriptive statistics.
- ◆ B. Ability to establish and maintain effective working relationships with the general public, staff, and City administrators.

- ◆ C. Ability to work independently to complete assignments with minimal information and general instructions.
- ◆ D. Ability to research new products and contract services, collect bids, and make price comparisons..
- E. Ability to transport oneself to and around various work sites.
- ◆ F. Ability to transport light loads such as presentation materials weighing up to 25 pounds.
- ◆ G. Ability to attend work on a regular basis.
- * Essential functions of the position
- ◆ Job requirements necessary on the first day of employment

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