

## **UTILITY CUSTOMER SERVICE SUPERVISOR**

### **SUMMARY/PURPOSE**

To coordinate and supervise the daily activities of assigned customer service personnel for the Customer Services Division to ensure accurate and efficient completion of utility billing and receipt functions including customer account maintenance, security, and collection.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

1. Supervise the gathering and processing of data used in Division operations to ensure accuracy and completeness.
2. Review and verify utility account services, bill processing, and delinquent accounts; and perform quality control audits in order to insure accuracy of billing records.
3. Update and maintain utility billing, data integrity, including billing rate file, and various meter read reports.
4. Monitor, maintain, and ensure the proper functioning of the utility billing system; serve as the primary contact in identifying and troubleshooting system issues and software enhancement needs.
5. Test, control, and verify upgrades to utility billing software applications.
6. Direct staff in the proper enforcement of MN State Statutes and other regulatory agencies regarding rental properties such as tenant's rights, the Cold Weather Rule, and other special circumstances as they apply to utility billing and collection.
7. Develop meter reading and billing schedule to ensure monthly reading of all residential, commercial, and industrial water and gas meters.
8. Respond to escalated inquiries and requests from the general public and business community, ascertaining the needs of the customer, and providing appropriate assistance and information through friendly, professional, customer service skills.
9. Assist in department budget development and approve expenditures.
10. Communicate and coordinate with internal and external agencies and the general public in order to provide effective customer service.
11. Perform the duties and responsibilities of Manager, Customer Services in his/her absence.
12. Manage employee performance, and provide training, coaching, and mentoring for employees.
13. Provide clear, sufficient, and timely information to the employees about plans, expectations, tasks, and activities.
14. Demonstrate highly-effective leadership by promoting and supporting the mission and vision of the organization, recognizing and defining issues, and taking initiative towards improvements.
15. Recommend the hire, transfer, assignment, promotion, employee grievance resolution, discipline, suspension, or discharge of assigned personnel.
16. Provide for ongoing training of employees in emerging methods, trends, and technologies, and proper and safe work methods and procedures.
17. Establish and maintain positive working relationship with the employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering their expertise to improve processes, systems, and the organization.
18. Other related duties may be assigned.

### **JOB REQUIREMENTS**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and abilities required.

1. Education & Experience Requirements
  - A. Bachelor's Degree in Business Administration, Public Administration or a related field, plus four (4) years of progressively responsible, verifiable experience in office management and administration including two (2) years of supervisory or lead worker duties; OR
  - B. A combination of education and experience equaling eight (8) years in an office management and administration, utility services, or related field including two (2) years of supervisory experience. Past utility experience preferred.

2. License/Certification Requirements
  - A. Must complete the Natural Gas Operator Qualifications (OQ) courses required as specified by the Chief Engineer of Utilities within six (6) months of hire and maintain certifications thereafter.
3. 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, as well as other software programs used throughout the city that interact with utility processes.
  - E. Knowledge of natural gas, water, storm, and street light 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.
  - H. 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.
  - I. Knowledge of effective training methods.
  - J. Knowledge of the Gas Emergency Plan as outlined by the MN Office of Pipeline Safety.
4. Skill Requirements
  - A. Exhibits leadership qualities of adaptability, dependability, and accountability.
  - 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, designing and presenting accurate and concise presentations to individuals and groups.
  - D. Skill in interpersonal relations.
  - E. Proficient computer skills, specifically utility billing software and other software programs used in water, gas, and service operations.
5. Ability Requirements
  - A. Ability to interpret and analyze data and descriptive statistics.
  - B. Ability to research new software products and coordinate the integration, testing, and implementation of new programs.
  - C. Ability to work independently to complete assignments with minimal information and general instructions.
  - D. Ability to use good judgment during emergency situations, such as unplanned events, power outages, and sudden system failures.
  - E. Ability to consistently and independently prioritize one's own work and the work of others, including scheduling, assigning staff, and securing resources.
  - F. Ability to create and maintain a positive working environment that welcomes diversity, ensures cooperation, and promotes respect by sharing expertise with team members, fostering safe work practices, and developing trusting work relationships.
6. Physical Ability Requirements
  - A. Ability to transport oneself to, from, and around work sites of projects, tests, and other assignments.
  - B. Ability to attend work on a regular basis.

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| HR: LD | Union: Supervisory | EEOC: | CSB: | Class No:   |
| WC:    | Pay:               | EEOF: | CC:  | Resolution: |