

CUSTOMER SERVICE COORDINATOR

SUMMARY/PURPOSE

Direct and coordinate the work activities of all Service Division employees engaged in installing and servicing water and gas equipment.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. In collaboration with the supervisor, organize and direct the work activities of assigned team, coordinate schedules, determine work priorities, assignments, and work schedules.
2. Provide input in to decisions regarding the hire, transfer, discipline, and grievance of personnel.
3. Establish and maintain a positive working relationship with the supervisor and employees by maintaining two-way communications, producing consistent results, advocating for the team when appropriate, and offering expertise to improve processes, systems, and the organization.
4. Monitor work sites to ensure compliance with established methods, guidelines, standards, and procedures.
5. Monitor employee performance and mentor and guide employees on areas where improvement is needed.
6. Train personnel in their assigned areas of work including safety, work methods, procedures, and technique; review work and provide day-to-day direction in determining priorities.
7. Provide clear, sufficient, and timely information to the unit workers about plans, expectations, tasks, and activities.
8. Monitor and track employee training program.
9. Demonstrate highly effective leadership by promoting and supporting the mission and vision of the organization.
10. Plan and organize the construction, installation, and service of water and gas devices and equipment.
11. Plan and organize a furnace cleaning and maintenance program.
12. Maintain customer service records.
13. Lead personnel in performing installations and replacements of water and gas meters.
14. Direct and monitor the work of personnel who investigate high water or gas consumption rates experienced by customers.
15. Coordinate work projects with department personnel, other City departments, plumbing & heating contractors, and customers.
16. Conduct on-site inspections for code violations and follow up to ensure compliance.
17. Coordinate and maintain communications with the public to receive complaints and suggestions, to provide information and explanations regarding program activities and projects, and to resolve disputes and conflicts as needed.
18. Respond to phone calls or written complaints by investigating and/or researching issues to determine course of action; and collaborate with departments, divisions, or individuals for complaint resolution.
19. Prepare and monitor budgets.
20. Maintain inventories of supplies and equipment necessary to perform the required work.
21. Prepare reports and maintain accurate records.
22. Respond to emergency calls off-hours, including those from the Fire and Police departments when the delivery of water or gas is concerned.
23. Lead personnel in maintaining the premises and equipment used by the personnel.
24. Research, develop, and coordinate training programs and opportunities for employees to stay current with advancing technology.
25. Other 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. Possession of a valid certificate of completion of an applicable City of Duluth Training program equaling two (2) years; or an acceptable combination of related education and/or experience equaling six (6) years.
2. License Requirements
 - A. Possession of a valid Minnesota Driver's License or equivalent upon appointment and thereafter.
3. Preferred Experience
 - A. Two (2) years of supervisory experience.
4. Knowledge Requirements
 - A. Extensive knowledge of the principles, methods, and equipment used in the installation and repair of water and gas plumbing and gas-fired equipment.
 - B. Knowledge of the principles, methods, and equipment used in the construction of sheet metal products for gas use.
 - C. Knowledge of gas venting principles.
 - D. Knowledge of the properties of natural gas and natural gas substitutes.
 - E. Knowledge of the methods used in surveying, patrolling, and gas leak detection.
 - F. Knowledge of State and City building codes for plumbing and venting.
 - G. Knowledge of applicable safety precautions and safe work methods.
 - H. Knowledge of HVAC equipment analysis methods and techniques.
 - I. Knowledge of the methods and equipment used in repairing water and gas service failures.
 - J. Knowledge of software used in billing and the management of the utility.
 - K. Knowledge of water and gas meter testing procedures.
 - L. Knowledge of procedures used in thawing the water distribution system.
 - M. Knowledge of effective leadership and personnel practices.
 - N. Knowledge of applicable labor agreements.
5. Skill Requirements
 - A. Skill in performing water and gas service repairs.
 - B. Skill in supervising assigned personnel.
 - C. Skill in reading and interpreting plans, blueprints, electrical schematics, and specifications.
 - D. Skill in project planning, implementation, and evaluation.
 - E. Skill in managing and tracking multiple projects concurrently.
6. Ability Requirements
 - A. Ability to set expectations and provide training in safe and proper work methods, development, and coaching for employees in conjunction with the supervisor.
 - B. 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.
 - C. Ability to maintain confidential information.
 - D. Ability to use good judgment in decision making.
 - E. Exhibit leadership qualities of dependability and accountability.
 - F. Ability to plan and coordinate projects and work activities.
 - G. Ability to train employees.
 - H. Ability to diagnose and make repairs on gas-fired equipment.
 - I. Ability to estimate repair costs.
 - J. Ability to maintain neat and accurate records.

- K. Ability to establish and maintain effective working relations with co-workers, other City departments, heating and plumbing contractors, and the general public.
 - L. Ability to size and layout water meters, gas meters, regulators, and reliefs.
 - M. Ability to program and read meters using current meter reading equipment.
 - N. Ability to safely operate hand and power tools.
7. Physical Ability Requirements
- A. Ability to transport oneself to, from, and around work sites of projects and other assignments.
 - B. Ability to work outdoors in inclement weather year-round.
 - C. Ability to work in dusty, sooty conditions, and in confined spaces.
 - D. Ability to work from ladders, scaffolds, and roofs.
 - E. Ability to stand, kneel, stoop, and crouch for extended periods.
 - F. Ability to talk and hear to exchange information.
 - G. Ability to occasionally lift and carry 60-pound bags of cement products.
 - H. Will be subject to periodic random drug testing as required by the U.S. Department of Transportation, Pipeline Safety regulations, part 199.
 - I. Ability to attend work on a regular basis.

HR: HD	Union: Basic	EEOC: Technicians	CSB: 02/07/2018	Class No: 3226
WC: 7520	Pay: 33	EEOF: Utilities/Transportation	CC:	Resolution: