



## JOB DESCRIPTION

### Utilities Customer Service Supervisor

Date Prepared: April 2015

Class Code: 8510

**SUMMARY:** Under basic supervision to oversee customer service, credit/collection and public benefit program activities; supervise staff and the processing of utility payments; transfers utility meter data to billing software;.

**ESSENTIAL FUNCTIONS:** – *Essential functions, as defined under the Americans with Disabilities Act, may include any of the following representative duties, knowledge, and skills. This is not a comprehensive listing of all functions and duties performed by incumbents of this class; employees may be assigned duties which are not listed below; reasonable accommodations will be made as required. The job description does not constitute an employment agreement and is subject to change at any time by the employer. Essential duties and responsibilities may include, but are not limited to, the following:*

- Oversees the daily activities of the customer service staff; reviews staff work, monitors workflow, resolves problems, and authorizes account adjustments; generates summary reports as needed.
- Manages and participates in the development, implementation and administration of goals, objectives, policies and procedures for assigned utility programs including energy conservation and customized consumer programs, utility billing, credit and collections, customer service, billing investigations, and utility services.
- Interprets or explains divisional policies, procedures, regulations, codes, utility bills and fees, and current energy conservation and customized consumer programs to the public.
- Performs investigations to resolve customer, billing, or other concerns either in office or field; prepares statistical reports.
- Conducts research and analyze customer consumption usage involving customer disputes; identifies and recommends energy conserving modifications and cost saving measures.
- Coordinate energy audit programs for residential, commercial, industrial and public customers.
- Research and analyze legislative impact to the City pertaining to municipal utilities and energy management programs.
- Verifies, inputs and tabulates data to prepare charts, graphs, tables, reports, energy incentive rebates and utility bills.
- Transfers utility meter data to billing software, and reviews data for accuracy.
- Works with customers on implementation of energy efficiency programs.
- Monitors cash funds, receives monies, reconciles and balances accounts or statements, and performs highly technical mathematic computations with a computer terminal, calculator, personal computer, or manually.
- Coordinates utility public benefit programs with city departments, divisions, sections, and with outside agencies.
- Plans, organizes and delegates work to subordinate staff; provides leadership, guidance and direction to employees; establishes performance objectives, reviews and evaluates employees' job performance to meet those objectives.
- Performs duties of Customer Service Representative as needed to meet workload demands.
- Supports the relationship between the City of Vernon and the general public by demonstrating courteous and cooperative behavior when interacting with visitors and City staff; maintains confidentiality of work-related issues and City information; performs other duties as required or assigned.

## **MINIMUM QUALIFICATIONS:**

### **Education, Training and Experience Guidelines:**

Associate's degree from an accredited college or university with major coursework in business administration or closely related field; AND three years of utility billing experience supplemented with supervisory and customer service, credit, and collection activities

### **Knowledge of:**

- City policies and procedures.
- Principles of public utility record keeping and records management.
- Business and personal computers, and standard and specialized software applications.
- Customer service standards and protocols.
- State and federal laws, statutes, rules, codes and regulation governing public utilities
- Data processing system design and operation related to utility billing and customer service activities.
- Operational and electrical characteristics of industrial machinery, HVAC systems, and commercial and industrial lighting.
- Demand side management concepts and applications including load management and energy audits.

### **Skill in:**

- Overseeing and reviewing work, and monitoring work flow.
- Performing work with accuracy and attention to detail.
- Following and enforcing verbal and written instructions and procedures.
- Establishing and maintaining cooperative working relationships with co-workers.
- Communicating effectively verbally and in writing.
- Operating a personal computer utilizing standard and specialized software
- Assessing and prioritizing multiple tasks, projects and demands

### **LICENSE AND CERTIFICATION REQUIREMENTS:**

A valid California State Driver's License is required. Electrical equipment safety training is required.

### **PHYSICAL DEMANDS AND WORKING ENVIRONMENT:**

Work is performed in a standard office environment and in the field.