

CUSTOMER SERVICE SUPERVISOR

DISTINGUISHING FEATURES OF THE CLASS: The Customer Service Supervisor performs work under the general supervision of the Commissioner which includes supervision of a staff of customer service and billing representatives. The incumbent must be familiar with all aspects of the department's operations and should be able to explain very technical and complex programs and policies to the general public. Work responsibilities are performed with a degree of independence.

TYPICAL WORK ACTIVITIES: (Illustrative Only)

- Manages the day-to-day operations of the department's customer service and billing division;
- Assigns, instructs and supervises a staff of customer service representatives who respond to telephone and other inquiries from the public;
- Reviews and approves all cases prepared by the customer service representatives to ensure calculations are accurate with regard to water usage, rates and costs;
- Responds to questions from customers and others on a variety of matters including compound meters tile boxes, remote recorders, vacant lot charges, and demand bills, unmetered accounts, M & L bills and large user rates;
- Coordinates as needed with other units within the department, including finance, metering, dispatch and transmission and distribution in order to carry out duties of the division;
- Maintains daily log of telephone calls handled by the supervisor and the incumbent's staff to determine frequency of complaints on specific issues;
- Manages complaints from customers;
- Conducts performance appraisals and manages employee performance issues;
- Enters and retrieves information in an automated information system;
- Performs related work as required.

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

- Good knowledge of the principles and practices of office management;
- Good knowledge of office practices and procedures;
- Good knowledge of office terminology;
- Good knowledge of utility billing;
- Good knowledge of personal computers and office equipment;
- Excellent interpersonal skills; well versed in handling customer complaints and problems;
- Ability to plan, organize, and supervise the work of a large number of clerical employees;
- Ability to perform mathematical computations;
- Ability to communicate effectively and efficiently;

- Ability to interpret and apply office policies, practices and applicable laws and regulations;
- Ability to establish and maintain effective working relationships with employees and the general public;
- Ability to exercise independent judgment and to work without close supervision;
- Ability to supervise others;
- Ability to exercise tact and patience;
- Ability to establish work priorities;
- Ability to analyze and solve problems;
- Ability to effectively articulate policies and procedures to employees and the public;
- Good judgment, tact and diplomacy, understanding, patience, courteousness and integrity;
- Physical condition commensurate with the demands of the position.

MINIMUM QUALIFICATIONS:

- A) Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with a Bachelor's degree in Accounting, Business Management or a closely related field ; **OR**
- B) Graduation from a regionally accredited or New York State registered college or one accredited by the NYS Board of Regents to grant degrees with an Associate's degree in Accounting, Business Management or a closely related field and at least two (2) years of satisfactory, full-time paid customer service work experience which shall have included one (1) year direct supervision of employees; **OR**
- C) Graduation from high school or possession of a high school equivalency diploma, and at least four (4) years of satisfactory, full-time paid customer service work experience which shall have included two (2) years direct supervision of employees; **OR**
- D) Any equivalent combination of training and experience as defined by the limits of (A) and (B) above.

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