

CUSTOMER SERVICE SUPERVISOR

JOB SUMMARY

Under the direction of the Customer Service Superintendent, and with assistance from the Assistant General Manager, the Customer Service Supervisor works closely with the Field Service Supervisor and has overall responsibility for supervising department personnel, assigning work and ensuring customer satisfaction. This is an exempt position that oversees the Customer Service Representatives.

JOB DUTIES AND ESSENTIAL FUNCTIONS

Responsible for a variety of tasks and duties, which may include, but are not limited to, the following:

- Conducts customer complaint investigations on high bills, water quality and pressure.
- Acts as liaison between Customer Service Representatives ("CSR") Field Service Supervisor ("FSS") and field personnel assigned to customer service for working service orders.
- Schedules water audits.
- Distributes daily connect/disconnect orders to FSS.
- Distributes work orders created daily to FSS..
- Assists FSS to assure meter readers are available for reading daily routes.

- Assists FSS with overseeing the creation of reading routes and assigning account numbers.
- Assists FSS with overseeing the training of new meter readers.
- Assists FSS with review of reading schedule for following year when requested by Data Processing.
- Assists FSS and works with Billing Department to add new districts and/or 2-3 day reads.
- Assists the FSS with the re-folioing of existing districts to better utilize employee time.
- Manages customer requests for water service availability.
- Coordinates cross connection surveys with FSS, CSS and Backflow and Cross-Connection Control Specialist.
- Manage the Water Service Information Request ("WSIR") process.
- Works with FSS to ensure correct ADWR dwelling classification of all accounts.
- Monitor and work with daily operational problems.
- Makes recommendations for improving and streamlining job procedures and departmental operations.
- Evaluate personnel for hire, salary adjustments, promotion, disciplinary and corrective action, and termination.
- Perform other tasks and duties as directed.

EXPERIENCE, SKILLS, KNOWLEDGE AND PHYSICAL REQUIREMENTS

The required skills, knowledge and physical requirements include, but are not limited to the following:

- Thorough knowledge and understanding of company customer service procedures.
- Thorough knowledge of personal computer for managing meter reading program, customer accounting and accessing company templates on forms.
- Ability to supervise, motivate and train personnel and to recognize problems and recommend solutions.
- Excellent interpersonal skills and ability to interact with customers, and demonstrated customer and public relations skills.
- Good oral and written communications capabilities.
- Working knowledge of general plumbing practices and repairs.
- Thorough familiarity with safety practices and procedures.
- Ability to interact with supervisors, co-workers, and the public in a cooperative and professional manner.
- Must have professional demeanor and appearance, be dependable and punctual.
- Ability to perform repetitive physical activities using feet, legs, hands, and arms; walk, sit, stand, bend, stoop, reach, grasp, push, pull, crouch, squat, crawl, and twist.
- Thorough knowledge of meter reading devices, trouble shooting device issues, uploading and downloading of routes.

EDUCATION, TRAINING AND EXPERIENCE

The following are required:

- High school diploma or equivalent; College degree in Management, Customer Service, or a related field preferred. Experience and/or coursework may apply.
- Minimum three years of experience in the water utility business.
- Must have knowledge of water system and utility construction practices.
- Valid Arizona driver's license and acceptable driving record.
- Three years of management experience preferred.
- Three years of Customer Service experience.