

# CITY OF SIMI VALLEY

## CUSTOMER SERVICES SUPERVISOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

### **SUMMARY DESCRIPTION**

Under general direction, supervises, assigns, reviews, and participates in the work of staff responsible for performing a variety of customer service duties; ensures work quality and adherence to established policies and procedures; and performs the more technical and complex tasks relative to assigned area of responsibility.

### **REPRESENTATIVE DUTIES**

*The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.*

1. Plan, prioritize, assign, supervise, review, and participate in the work of staff responsible for performing a variety of customer service duties; participate in performing the most complex work of the unit.
2. Establish schedules and methods for providing customer services; identify resource needs; review needs with appropriate management staff and allocate resources accordingly.
3. Participate in the development and implementation of goals and objectives as well as policies and procedures; make recommendations for changes and improvements to existing standards, policies, and procedures; implement approved policies and procedures; monitor work activities to ensure compliance with established policies and procedures.
4. Participate in the selection of customer service staff; provide or coordinate staff training; work with employees to correct deficiencies; implement discipline procedures.
5. Participate in the preparation and administration of the customer service program budget; submit budget recommendations; monitor expenditures.
6. Perform the most technical and complex tasks of the work unit including handling the most difficult or complex customer service issues involved in billing, collections, business tax certificates, licensing, parking citations, merchant permits, passport applications and cash register transactions.
7. Manage and administer online websites related to utility billing and business tax.
8. Manage the maintenance, modification, operation, and implementation of assigned module(s) on the City's Enterprise Resource Planning (ERP) System; identify and resolve ongoing functional and technical issues; coordinate and test system modifications; recommend operational and procedural changes to the system as necessary.
9. Create and maintain general billing customer records for all departments within the City; issue invoices and notices, issue reports, create payment plans, issue refunds, post incoming payments, file insurance claims for damage to City property and notify other City departments of outstanding balances.
10. Process and transfer debt accounts to the collection agency and process requests for information; monitor incoming payments and notify collection agency.
11. Generate, collect, process and post City revenue to the general ledger. Enter and retrieve data from the City's network database.

12. Act as liaison for other departments, providing information and reports as requested.
13. Maintain records concerning operations and programs; prepare reports on operations and activities.
14. Maintain awareness of new trends and developments in the field of customer service; incorporate new developments as appropriate into programs.
15. Perform related duties as required.

### **QUALIFICATIONS**

*The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.*

#### **Knowledge of:**

- Operations, services, and activities of a customer service program.
- Principles of supervision, training, and performance evaluation.
- Customer service techniques, practices and principles.
- Principles and practices of accounting.
- Procedures and practices of cash receipting, purchasing, accounts receivable processing and related financial transactions.
- Principles of account management.
- Utility services, meters and distribution and financial collection.
- An Enterprise Resource Planning (ERP) System.
- ERP processing requirements and software configurations.
- Advanced principles and procedures of billing and collections.
- Business letter writing and basic report preparation.
- Principles and procedures of record keeping.
- English usage, spelling, grammar and punctuation.
- Basic mathematical principles.
- Office procedures, methods, and equipment including computers and applicable software applications such as word processing, spreadsheets, databases, and other specialized applications related to area of assignment.
- Pertinent federal, state, and local laws, codes and regulations.

#### **Ability to:**

- Supervise, organize, and review the work of assigned staff.
- Select, train, and evaluate staff.
- Recommend and implement goals, objectives, policies and procedures for providing customer service functions.
- Independently perform the most difficult customer service functions.
- Handle a diverse set of customer comments, inquiries and complaints in a polite and professional manner.
- Interpret, explain, and enforce department policies and procedures.
- Prepare clear and concise reports.
- Participate in the preparation of assigned budgets.
- Multi-task under stressful situations.
- Provide excellent customer service to the general public and employees.
- Enter and retrieve data from computer system.
- Independently identify, analyze, and resolve customer service related problems.
- Operate office equipment including computers and supporting word processing, spreadsheet, database, and other specialized applications related to area of assignment.
- Adapt to changing technologies and learn functionality of new equipment and systems.
- Work independently in the absence of supervision.
- Respond tactfully, clearly, concisely and appropriately to inquiries from the public, staff and other

agencies on sensitive issues in area of responsibility.  
Communicate clearly and concisely, both orally and in writing.  
Establish and maintain effective working relationships with those contacted in the course of work.

**Education and Experience Guidelines** - *Any combination of education and experience that would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:*

**Education/Training:**

Equivalent to the completion of the twelfth grade supplemented by specialized training in accounting, customer service or a related field.

**Experience:**

Four years of increasingly responsible customer service and clerical accounting experience, including one year of lead or supervisory experience.

**PHYSICAL DEMANDS AND WORKING ENVIRONMENT**

*The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.*

**Environment:** Office and public counter setting; exposure to computer screens.

**Physical:** Sufficient physical ability to work in an office setting; walk, stand or sit for prolonged periods of time; light lifting and carrying; operate office equipment including extensive use of a computer keyboard and 10-key calculator.

**Vision:** See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents.

**Hearing:** Hear in the normal audio range with or without correction.