



CLASSIFICATION TITLE: Customer Service Supervisor	JOB NUMBER: 7003	AFFILIATION: Unaffiliated (Non-Union)
REPORTS TO: Customer Experience Manager	PAY GRADE: 20	FLSA STATUS: Exempt

GENERAL SUMMARY

Performs intermediate administrative work providing supervision, training, guidance and support to the Customer Service division in assigned areas of billing and collections for City utilities, ambulance, business licenses, and other customer service functions, and related work as apparent or assigned. Work is performed under the limited supervision of the Customer Experience Manager ("supervisor"). Divisional supervision is exercised over assigned personnel.

CORE VALUES

All employees are expected to model and foster the City of Richland's core values in the performance of their duties and their interactions while representing the City. The values of *Teamwork*, *Integrity*, and *Excellence* promote and maintain a high level of morale and productivity and are the tie that binds all City employees together, across all functions.

ESSENTIAL JOB FUNCTIONS

To be successful in this position, an individual must be able to perform each essential function satisfactorily. Additional duties of a similar nature and level may also be assigned. The City may make reasonable accommodations to enable a qualified individual with disabilities to perform the essential functions.

- Supervises assigned staff; evaluates and reviews work performance; works with employees to correct deficiencies; plans, coordinates, and arranges for appropriate training of subordinates; documents corrective action and applies City policy, as needed; participates in the interview and selection process of new employees; recommends merit increases, reassignment, and promotions according to established guidelines.
- Assists in managing the utility billing software upgrades and testing procedures for implementation; tests and recommends improvements for account analysis, internal auditing for the Customer Service functions, cash management reconciliation as related to Customer Service, and other special projects as assigned.

- Monitors and assists in the day-to-day activities of the customer services division. Manages staff schedules, utility billing, business licensing, customer interactions (phone, walk-in, email, etc.), and all other operational functions. Under the direction of the Customer Experience Manager, establishes and monitors performance metrics for customer service staff. Communicates with other departments and outside agencies as needed to resolve problems, provide information, explain applicable procedures, and discuss data anomalies.
- Provides guidance to the Customer Service team regarding appropriate customer interaction techniques, styles, and approaches.
- Assists in the planning of City-wide operations and makes recommendations to enhance current operations.

KNOWLEDGE, SKILLS AND ABILITIES

The requirements listed below are representative of the knowledge, skill, and/or ability required to successfully perform the essential functions of the position.

Knowledge of:

- Applicable federal, state, and local laws, rules, codes, and regulations related to assigned activities.
- City operations, policies, and objectives
- Administrative principles and practices, including program development, implementation, and evaluation, project management, and supervision of staff.
- Laws, rules, and regulations related to municipal accounting.
- Analysis of complex financial statements and reports.
- Computer systems and applications related to accounting.
- Principles and practices of supervision and training.
- Operation of a computer and complex spreadsheet programs.
- Research and analytical techniques, principles, and practices.
- Preparation of comprehensive reports.
- Correct English usage, grammar, spelling, punctuation, and vocabulary.
- Public speaking techniques.

Skills and abilities to:

- Supervise, train, direct and evaluate assigned personnel.
- Maintain accurate financial and statistical records and prepare reports.
- Verify, balance, and adjust accounts.
- Process and record accounting transactions accurately.
- Maintain current knowledge of program rules, regulations, requirements, and restrictions.

- Analyze and maintain complex financial systems related to the customer services function.
- Analyze and prepare a variety of complex records, reports, and other documents.
- Prepare special reports and projects as assigned.
- Read, interpret, apply, and explain codes, rules, regulations, policies, and procedures.
- Work confidentially with discretion.
- Analyze situations accurately and adopt an effective course of action.
- Develop, modify, and recommend improvements in existing procedures and introduce new procedures, as necessary.
- Communicate effectively both orally and in writing; comprehend and use English effectively including producing all forms of communications in a clear, concise, and understandable manner to intended audiences.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; work independently with little or no direction, organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment including personal computer equipment using standard or customized software application programs appropriate to assigned tasks.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

SPECIAL REQUIREMENTS

Valid driver's license.

EDUCATION AND EXPERIENCE

Associate degree with coursework in business, accounting, finance, or related field and three (3) years of experience in customer service, including two (2) years in a lead or supervisory role, or equivalent combination of education and experience.

COMPETENCIES

Supervisory

- **Foster Teamwork**: Builds effective teams committed to organizational goals. Fosters collaboration among team members and among teams. Uses teams to address relevant issues.

- **Prioritize Work and Commitments:** Develops short- and long-range plans that are appropriately comprehensive, realistic, and effective in meeting goals. Focuses on the most important tasks first and directs others to focus on those tasks. Integrates planning efforts across work units to ensure the most critical work gets done first.
- **Drive for Team Results:** Demonstrates and fosters a sense of urgency and strong commitment to achieving goals. Encourages others drive for strategic goals. Persists despite obstacles and opposition. Pursues aggressive goals and works hard to achieve them. Owns the outcomes produced by the team.
- **Manage Employee Performance:** Guides employees to achieve the highest levels of performance. Sets clear and compelling expectations for performance. Provides frequent and specific feedback to help employees meet or exceed expectations. Maintains effective records related to employee performance. Delivers specific, timely, and meaningful performance reviews.

Foundational

- **Use Technical/Functional Expertise:** Displays an appropriate depth of knowledge and skills as required for the position and commensurate with the time in class. Uses technology as appropriate for the position. Seeks additional knowledge and information to continually enhance knowledge in areas of specialty.
- **Be Accountable for Performance:** Actively shows responsibility, reliability, and trustworthiness. Ensures work and information are complete and accurate. Admits mistakes and looks for ways to improve. Models self as dependable and reliable. Follows up with others to ensure agreements and commitments have been fulfilled. Values the importance of team and organizational success. Independently takes action to influence events, to improve own or organizational performance and to promote the goals of the organization.
- **Provide Excellent Customer Service:** Anticipates, assesses, and responds effectively to the needs of diverse customers, both internal and external, providing consistently excellent service that is timely, accurate, courteous, and respectful.
- **Communicate Effectively:** Uses verbal and written skills effectively to ensure that information is successfully shared throughout the organization. Relates well to a range of people. Shows sensitivity to the needs of others. Demonstrates ability to build rapport and facilitates mutual understanding.
- **Work Safely:** Knowledge and application of relevant safety requirements that apply to the specific work being done. Recognizes and mitigates safety hazards on the job. Observes rules and regulations to comply with personal and workplace safety standards. Works to create a hazard-free, accident-free environment.

PHYSICAL REQUIREMENTS AND WORKING ENVIRONMENT


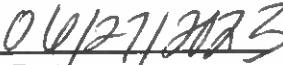




The work environment characteristics described are representative of those an employee encounters while performing the essential functions of this job. The physical demands described below are representative of those that must be met by an employee to successfully perform the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

This work requires the regular and punctual attendance at the office or other assigned location; work requires the occasional exertion of up to 10 pounds of force; work regularly requires sitting, using hands to finger, handle or feel and repetitive motions, frequently requires speaking or hearing and occasionally requires standing and walking; work has standard vision requirements; no special vocal communication skills are required; no special hearing perception is required; this work does not require any specialized sensory utilization; work has no exposure to environmental conditions; work is generally in a moderately noisy location (e.g. business office, light traffic).

Authorization (for Archive)

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job classification does not constitute an employment agreement between the City of Richland and any employee and is subject to change by the City as the needs of the City and requirements of the job change.

 _____ Human Resources Director	 _____ Date
 _____ Department Head	 _____ Date
 _____ City Manager or Authorized Designee	 _____ Date