



DATE	October 2023
JOB CODE	
FLSA	EXEMPT ADMINISTRATIVE
EEO	

JOB TITLE: Utility Customer Service Supervisor
 DEPARTMENT/DIVISION: Finance
 REPORTS TO: Administrative Services Manager

SUMMARY: Supervises and participates in administrative support activities for the Utility Customer Services and Meter Reader division. Work requires limited supervision and independent judgment and discretion.

ESSENTIAL JOB FUNCTIONS:

- Responsible for ensuring the validity and accuracy of utility billing to residential, commercial, and industrial water utility and sanitation customers.
- Supervision of UCS support staff including hiring, evaluating, training, and coaching staff; running and analyzing performance reports to ensure quality, and taking appropriate corrective action as needed; dealing with escalated situations; researching solutions and answering overflow calls; coordinating special projects or department programs; generating specialized reports and providing analysis to management; and maintaining employee access to department systems.
- Processing and overseeing the alarm permit issuance, billing and collections, ambulance billing and collections and hotel/motel taxes.
- Analyzes rate information in support of rate changes or restructuring.
- Notifies customers of past due bills. Supervises and participates in delinquent account collection activities and the termination of utility services as needed.
- Monitors work orders and routes.
- Participates in/on a variety of meetings, committees, and/or other related groups to receive and convey information.
- Prepares and maintains a variety of reports related to operational activities.
- Investigates and resolves complaints and/or issues received from internal and external customers.
- Approves purchase orders and requests for expenditures related to tools, parts, equipment, materials, and supplies within established guidelines.
- Participates in the development and monitoring of the Utility Customer Service budget. Coordinates the collection and compilation of data to support budgetary requests related to area of assignment.
- Responds to emergency operations and on-call situations.
- Assist lower-level employees with complex maintenance activities and/or projects.
- Supervises and participates in the processing and distributing a variety of reports, lists, and correspondence related to \$70 million in billing and collections.
- Supervises and participates in the creation of a variety of written business documents..

- Coordinates assigned specialized programs in assigned area of responsibility.
- Coordinates and ensures the maintenance and upgrading of applicable technological systems, software, and/or databases in assigned area of responsibility.
- Supervises and participates in performing complex administrative support activities, which includes preparing and proofing reports, forms, and correspondence; updating internal manuals; monitoring the accuracy and implementation of applicable website and related updates; answering and monitoring phones; and/or, performing other related duties.
- Tracking and maintaining the divisions KPIs.
- Performs other duties as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES

- Knowledge of supervisory principles
- Knowledge of City geography
- Knowledge of project Management techniques and methods
- Knowledge of procedures and methods related to government utilities.
- Knowledge of safety procedures and practices
- Knowledge of government procurement, budgeting, and contract management principles.
- Skilled in utilizing applicable tools and equipment in assigned area of responsibility.
- Skilled in preparing and maintaining data in a work order management system that records work time/labor hours, material usage and work performed.
- Skilled in mediating and negotiating conflict.
- Skilled in gathering and analyzing information and making recommendations based on findings and in support of organizational goals.
- Skilled in monitoring and evaluating employees.
- Skilled in prioritizing and assigning work.
- Skilled in providing customer service.
- Skilled in coordinating the completion of meter reads within established timeframes.
- Skilled in interpreting, applying, and explaining policies and procedures.
- Skilled in correlating meter reads to customer billings.
- Skilled in preparing and maintaining records.
- Skilled in operating computers and related software applications.
- Skilled in communicating effectively with a variety of individuals.

SUPERVISORY/BUDGET RESPONSIBILITIES:

- Supervisory responsibility over Utility Customer Service
- Oversight of Utility Customer Service budget

MINIMUM QUALIFICATIONS:

- High School Diploma or G.E.D.
- Three years of progressively responsible supervisory experience
- Requires a valid Texas Driver's License

PREFERENCES:

- Experience in billing, collections and utility operations.
- Bachelor's degree in business administration or related field.

WORKING CONDITIONS:

- Frequent climbing, balancing, reaching, sitting, standing, stooping, kneeling, crouching, walking, talking, seeing, hearing, smelling, and manual dexterity.
- Occasional lifting and carrying up to 100 pounds.
- Work is typically performed in both standard office and outdoor environments, with potential exposure to adverse weather conditions.
- Work is performed in close quarters and high and precarious places.
- Potential exposure to risk of electrical shock, vibration, fumes, airborne particles, and infectious diseases.

CONDITIONS OF EMPLOYMENT:

- Must pass pre-employment drug test.
- Must pass criminal history check.
- Must pass motor vehicle records check.
- Must pass a credit check.