



## POSITION DESCRIPTION

**Job Title:** Supervisor - Customer Service  
**Salary Grade:** 17  
**Date:** August 17, 2009

**Job Code:** 2915  
**FLSA Status:** Exempt

**JOB SUMMARY**

The Supervisor - Customer Service is responsible for supervising activities of various areas of the internal division of the Customer Service Department to include Billing, Key Accounts, Call Center Remittance Processing, Revenue Collection, and Service Centers.

**ESSENTIAL FUNCTIONS****All Specialties**

1. Supervises, selects, develops, trains, and evaluates personnel.
2. Monitors customer service activities to ensure quality standards are met.
3. Communicates, implements, and interprets customer service policies and procedures.
4. Analyzes, investigates, and recommends responses to escalated customer issues to ensure customer satisfaction.
5. Applies principles of billing procedures and policies for water and sewer service.
6. Applies generally accepted business management principles and practices.
7. Develops measures to analyze and improve overall efficiency.
8. Schedules personnel to provide adequate staffing levels.
9. Plans, coordinates and executes projects.
10. Provides recommendations concerning forecasting, allocating and monitoring financial and physical resources.
11. Establishes and maintains effective working relationships and public relations.
12. Performs other duties as assigned.

**Billing Specialty**

1. Administers operations to meet customer needs in a timely and courteous manner.
2. Coordinates and works as a Customer Service Department liaison with other SAWS' personnel to analyze, recommend, implement, and modify online computer programs, reports, and water utility acquisitions.
3. Maintains system schedules and guidelines for customer service billing programs.
4. Establishes, administers, and coordinates the security of on-line customer service programs.
5. Applies city ordinances, city codes, utility regulations, and policies and procedures.
6. Applies principles of computer software applications, programming concepts, and report development.
7. Participates in meetings and seminars with outside organizations and agencies.

**Revenue Collection Specialty**

1. Develops the collection process of aged accounts from 31-180+ days delinquent.
2. Coordinates and initiates the collection of outstanding balances on final and bankruptcy accounts, sundry invoices, and non-sufficient fund checks.
3. Facilitates workflow, monitors productivity, and ensures staff compliance with policies and procedures.

**Key Accounts Specialty**

1. Responsible for overall maintenance, growth and customer service needs of key accounts which are primarily large end-users.
2. Supervises the activities of the Flat Rate group which oversees and monitors special flat rate billing for large end-users.
3. Conducts on-site visits to the assigned customer base on an as needed basis and responsible for all billing programs and processes to meet operational and financial goals.
4. Establishes and maintains professional, effective working relationships with customer Point of Contacts in the assigned customer base.
5. Participates in meetings and seminars with outside organizations and agencies.
6. Administers operational goals to meet customer needs in a timely and courteous manner.



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7. Coordinates and works as a Customer Service Department liaison with other SAWS' personnel to analyze, recommend, implement, and modify procedures that affect the overall needs of the assigned key account customer base.
8. Maintains system schedules and guidelines for key accounts billing.
9. Applies city ordinances, city codes, utility regulations, and policies and procedures to develop measures to analyze and improve overall efficiency.

### **Call Center Specialty**

1. Administers Call Center operations to meet customer needs in a timely and courteous manner.
2. Supervises Call Center day-to-day activities to ensure quality customer service.

### **Service Centers Specialty**

1. Administers Customer Service Center operations to meet customer needs in a timely and courteous manner.
2. Applies principles of cash management to include researching and auditing cash deposits and on-line payment processing.
3. Supervises Customer Service Center day-to-day activities to ensure quality customer service.

### **Remittance Processing Specialty**

1. Administers Remittance Processing operations to meet customer needs in an accurate, timely, and courteous manner.
2. Monitors the operation of the computerized remittance processing system by ensuring daily close outs are performed on schedule.
3. Trains and coordinates with SAWS pay station agents on bond requirements and collection procedures.
4. Applies principles of remittance processing procedures to ensure accurate and timely processing of customer payments.
5. Applies principles of cash management to include researching and auditing cash deposits and payment processing.

## **DECISION MAKING**

### **All Specialties**

- Works under limited supervision.
- Supervises: 5-50 employees.

## **MINIMUM REQUIREMENTS**

### **All Specialties**

- Associate's Degree in business administration from an institution accredited by a nationally recognized accrediting agency.
- Proficient in the use of computerized customer service system and word processing, spreadsheets, and database software.
- Five years' experience in billing, collection, project development, call center operations, remittance processing, or administering online programs; including two years' providing functional guidance and training to customer service staff.
- Valid Class "C" Texas Driver's License consistent with SAWS Driving Policy.

## **PREFERRED QUALIFICATIONS**

### **All Specialties**

- Bachelor's Degree in business administration or related field from an institution accredited by a nationally recognized accrediting agency.
- Bilingual in English/Spanish.

## **JOB DIMENSIONS**

### **All Specialties**

- Regular contact with internal and external customers, including the general public, representatives of financial banking institutions, purveyors, and corporations.
- Communicates effectively, verbally and in writing.
- May be required to work hours other than the regular schedule such as nights and weekends.



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### **PHYSICAL DEMANDS AND WORKING CONDITIONS**

Physical requirements include lifting up to 25 pounds occasionally. Subject to sitting for extended periods of time to perform job scope. Working conditions are in an office environment with occasional field visits.