

INDIAN WELLS VALLEY WATER DISTRICT  
Essential Function job Description

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1. **Position Title:** CUSTOMER SERVICE SUPERVISOR
2. **Employment Classification:** Non-Exempt
3. **Department:** Customer Services
4. **Reports To:** Chief Financial Officer
5. **Fundamental Objective:** Under the direction of the Chief Financial Officer, administers, supervises, and coordinates the activities of Customer Services.
6. **Level of Supervision Required:** Minimal. Direction is provided by the Chief Financial Officer.
7. **Supervisory Responsibilities:** Directly supervise Customer Service Representatives.
8. **Essential Job Duties and Responsibilities:**
  - A. Provide customer service, billing, collections, and meter reading support services.
  - B. Provide leadership by example, establishing and maintaining quality standards, especially attendance, punctuality and performance of job duties.
  - C. Respond to difficult and complex inquiries and complaints regarding utility services and billing procedures and practices.
  - D. Collect information from subordinate staff regarding delinquent accounts and initiate the collection or write-off of delinquent accounts.
  - E. Perform liaison functions between customer service staff and other departments to ensure efficient billing and utility services.
  - F. Supervise, train and evaluate subordinate customer service personnel.
  - D. Maintain sound client/customer relationship to ensure customer satisfaction with quality and quantity of service.
  - E. Provide input and recommendations regarding customer services issues, applicable policies and covenants.
  - F. Assist in preparation of budget for Customer Service Department.

**G.** Perform other duties as assigned.

Attendance at various meetings, including safety meetings.

All other temporary work assignments which are infrequently assigned, and not covered above, shall be considered non-essential tasks, duties or responsibilities.

**9. Skills and Abilities:**

**A Knowledge of:**

1. District regulations, policies, practices, and procedures regarding the general supervision of personnel and customer service, utility billing, and collections.
2. Modern office methods and equipment.
3. District utility billing and related software programs and computer equipment.
4. Proficiently use Microsoft Office products especially Microsoft Excel.
5. Customer relations.

**B. Ability to:**

1. Effectively utilize the District's computer software and equipment to prepare and dispatch billings, notices, correspondence, and reports; to collect, and account for payments.
2. Communicate clearly and effectively in English, both orally and in writing.
3. Analyze customer service and utility billing problems and make appropriate recommendations.
4. Plan, organize, supervise, and counsel subordinates.
5. Establish and maintain effective working relationships with other District staff.
6. Respond to public concerns, inquiries, and complaints in a tactful, effective manner.

10. **Minimum Qualifications:** An equivalent combination of experience, education/training may be accepted by the General Manager. A typical way to obtain the knowledge and abilities would be:

**Experience:** Three years of progressively responsible customer services experience with significant responsibility for planning and supervising the work of other employees.

**Education:** High School Diploma or equivalency, supplemented by workshops and professional training relevant to the job duties.

**Certifications:** None

**Licenses:** None.

Must also successfully complete physical examination and possess a valid California driver's license with a driving record acceptable to the District's insurance underwriter.

11. **Physical Demands/Requirements:**

The physical requirements and physical demands placed upon this position are outlined separately. A copy of these requirements is to be attached to this job description.

**CUSTOMER SERVICE SUPERVISOR**  
**JOB DESCRIPTION APPROVAL**

**Department Manager Recommendation:**

Signature: 

Date: 5-10-16

**General Manager Approval:**

Signature: 

Date: 10 May 2016

**Received and Recorded by Human Resources:**

Signature: 

Date: 6/12/16