

CITY OF CEDAR RAPIDS POSITION PROFILE	JOB CODE #/TITLE: NB062 Customer Service Supervisor
POSITION #/TITLE: 0032 Customer Service Supervisor	Adopted: 07-97
	Revised: 05-14

POSITION DESCRIPTION

Dept /Division: Utilities/Water	Manager Level: Supervisor
Salary Plan/Description: NBU/Non-Bargaining Unit	Salary Grade: 09
Reports To Position #/Job Code #/JC Title: 0030/NB186/Utilities Business Manager	Dotted-line Reports To Position #/Job Code #/JC Title:
FLSA Status: Exempt	City Overtime Status (Employee Type): Non-Exempt (Exception Hourly)
Physical Demand Rating: Light	Work Environment: Controlled
Pre-employment Testing: Drug and health screening after contingent offer.	Position Testing: Standard & Advanced Excel, Standard & Advanced Word
Personal Protective Equipment: None	

General Statement of Duties

Supervises and implements the customer service operations of the Water Division; performs related work as required.

Distinguishing Features of the Class

Considerable leeway is granted for the exercise of independent judgement and initiative. Supervision is exercised over the work of employees in the class of Customer Service Representative II.

Examples of Essential Work (Illustrative Only)

Supervises, plans, organizes the daily customer service operations within the Water Division;
Coordinates daily, annual, monthly and weekly work schedules;
Establishes job priorities and time frames for Customer Service Representatives II;
Monitors completion of job assignments to ensure compliance with standards and instructions and revises instructions and time frames as necessary;
Organizes the collection and input of data into the computer for all office activities;
Researches account histories as required for errors in billing;
Coordinates and schedules customer service telephone and new employee training;
Serves as a member of the management team;
Promotes professional development and good working relationships;
Answers department telephone calls, receives and greets visitors to the department and provides information to callers and visitors or refers callers and visitors to other appropriate departments or City personnel;
Provides programmatic information to other City employees and the public concerning activities of the Water Division;
Prepares correspondence, reports, lists and other documents on computer;
Gathers, assembles, updates, distributes and/or files a variety of information, forms, records and data as requested;
Initiates and terminates water service as requested;

Conducts timely performance reviews and monitors performance and staffing needs;
Performs all work duties and activities in accordance with City policies, procedures and safety practices;
Attends meetings, conferences and workshops;
Supports continuous process improvement initiatives;
Performs related work as required.

Required Knowledge and Abilities

Thorough knowledge of modern office clerical, administrative support and customer service practices and procedures;
Good knowledge of department policies and current issues of concern to the City and the public;
Good knowledge of department terminology, procedures and equipment, including the use of computers and related word processing, spreadsheet and database applications appropriate to assigned duties;
Ability to develop and use empathetic listening skills, communicate with clarity and maintain an attitude that conveys respect, assistance, honesty and resourcefulness;
Ability to establish and maintain complex clerical records and files and to prepare written reports from such information;
Ability to communicate effectively and maintain working relationships with other City employees, elected officials, community groups and the public;
Ability to handle confidential water customer information with tact and discretion;
Ability to work within a team environment;
Ability to operate a personal computer using program applications appropriate to assigned duties and responsibilities;
Ability to quickly learn and put to use new skills and knowledge brought about by rapidly changing information and/or technology;
Ingenuity and inventiveness in the performance of assigned tasks.

Acceptable Experience and Training

Graduation from High School or GED, supplemented by additional training in office administrative support practices and procedures; and
Considerable experience in the performance of clerical and customer service duties; or
Any equivalent combination of experience and training which provides the knowledge and abilities necessary to perform the work.

Required Special Qualifications

None

Essential Physical Abilities

Sufficient clarity of speech and hearing, with or without reasonable accommodation, which permits the employee to communicate effectively;
Sufficient vision, with or without reasonable accommodation, which permits the employee to review a wide variety of written and electronic materials and information;
Sufficient manual dexterity, with or without reasonable accommodation, which permits the employee to handle a variety of records and files and to operate a computer;
Sufficient personal mobility, with or without reasonable accommodation, which permits the employee to access office files and visit and distribute materials to other City offices.