

CLASS TITLE: CUSTOMER SERVICE SUPERVISOR

Class Code: 02467500
Pay Grade: 22A
EO: B

CLASS DEFINITION:

GENERAL STATEMENT OF DUTIES: To assist in drafting, managing, planning and supervising the activities of customer services, account maintenance and accounts receivable collection for the Narragansett Bay Commission; and to do related work as required.

SUPERVISION RECEIVED: Works under the direction of the customer service manager or superior, with wide latitude for the exercise of independent judgement and initiative in maintaining and applying Commission policies and practices.

SUPERVISION EXERCISED: Assists in exercising administrative control and direct supervision over subordinate staff involved in the billing, accounts receivable collection and customer services.

ILLUSTRATIVE EXAMPLES OF WORK PERFORMED:

To assist in the coordination, supervision and review of the daily routine of a subordinate staff engaged in the preparation of all bills, adjustments, customer contact through telephone and written communication, and collection of current and past due bills.

To be accountable for the collection of wastewater user fees, deposits, payments and adjustments and prepare status reports on a weekly, monthly, quarterly and annual basis; and to prepare special reports as may be required by a superior.

In the absence of the customer service manager to act as the Commission's liaison with the Providence Water Supply Board, the Public Utilities Commission and other administrative bodies in identifying problem areas and/or resolving billing disputes.

To recognize and initiate recommendations in the modification of policy and/or procedures to enhance the delivery of customer service and service maintenance.

To investigate inquiries concerning the application of the appropriate user fee assessment in abnormal consumption situations or unit designation for non-resident and residential customers.

To assist, when necessary, examination of notices of change of ownership in property through city and town records or title insurance companies and to identify the proper customer to be billed for wastewater services.

To compile and maintain a current list of all customer names, addresses and account numbers.

To promote a good public image of the corporation via contact with customers and outside agencies.

To maintain a high level of composure and judgement when working under tense or pressure situations that may be encountered in handling customer complaints.

To identify problem areas from daily contact with subordinate staff and report to superior, problem areas that exists or are anticipated.

To conduct performance appraisals of subordinate staff.

To do related work as required.

REQUIRED QUALIFICATIONS FOR APPOINTMENT:

KNOWLEDGES, SKILLS AND CAPACITIES: A knowledge of the principles of accounting, demonstrated written and verbal communication skills, demonstrated ability to respond to customers of diverse socio-economic and educational background, and to the general public in tense or pressure situations; the ability to plan, organize, supervise and review the work of support staff engaged in billing and customer relations; and related abilities and capacities.

EDUCATION AND EXPERIENCE:

Education: Such as may have been gained through: graduation from a college of recognized standing; and

Experience: Such as may have been gained through: employment in a position with responsibility for the supervision of a staff engaged in customer service and some responsibility for the rendering assistance in the staff's overall management.

Or, any combination of education and experience that shall be substantially equivalent to the above education and experience.

Class Created: March 16, 1986

Editorial Review: 3/15/03