

## **CITY OF MARGATE, FLORIDA JOB DESCRIPTION**

**JOB TITLE: CUSTOMER SERVICE SUPERVISOR (Job Code 258).**

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### **GENERAL STATEMENT OF JOB**

Responsible administrative, managerial, and business administration position, reporting to the Utility Accounting Manager. Assists in planning, coordinating, directing, and supervising the activities of the Utility Billing division. Work involves utility customer billing and collection, customer account management, payment processing, customer information, customer meter reading, field services, and other service data acquisition. Supervision is exercised over customer service representatives. Work also involves system administrative duties for Utility Enterprise Customer Information System (CIS), along with coordinating computer operations, software applications, and customer-information system applications.

### **ESSENTIAL FUNCTIONS**

**The following duties and functions, as outlined herein, are intended to be representative of the type of tasks performed within this position. They are not listed in any order of importance. The omission of specific statements of the duties or functions does not exclude them from the position if the work is similar, related, or a logical assignment for this description. Other duties may be required and assigned.**

Assists in formulating, implementing, and evaluating all aspects of billing and revenue collection of utility services, customer service management strategies, and policies and procedures for the Utility Billing division.

Delegates tasks to staff relating to receiving, recording and processing utility payments; service applications; customer relations; editing utility accounts; data input; and collections.

Builds and maintains strong working relationships with other City departments to ensure accurate planning and coordination of an effective billing records system in accordance with the City Code of Ordinances.

Assists in the exploration and recommendation of alternative solutions and methods of operation.

Determines necessary training, guidance and supervision for assigned staff toward achieving their maximum potential in terms of knowledge, professionalism, production, and customer service; evaluates performance of staff.

Assumes supervisory oversight responsibility for all services and activities of Customer Service within the Utility Billing Division including billing and collections, utility services, customer account maintenance, and field services.

Manages and participates in the development and implementation of goals, objectives, policies, and priorities for assigned programs; recommends and administers policies and procedures.

Monitors and evaluates the efficiency and effectiveness of service delivery methods and procedures; recommends, within departmental policy, appropriate service and staffing levels.

Plans, directs, coordinates, and reviews the work plan for customer service staff; assigns work activities, projects, and programs; reviews and evaluates work products, methods, and procedures; meets with staff to identify and resolve problems.

Selects, trains, and evaluates personnel; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline and termination procedures.

Participates in the development and administration of the division's annual budget.

Researches and recommends new technology for purchase and implementation by the division.

Responds to and resolves difficult and sensitive citizen inquiries and complaints; ensures the effective and efficient resolution of customer problems and complaints; reviews public relations programs and make changes as appropriate.

Prepares and presents staff reports and other necessary correspondence.

Performs Emergency Response duties as assigned.

Performs related work as required.

## **MINIMUM TRAINING AND EXPERIENCE**

Associate's degree from an accredited college or university with major coursework in business administration, public administration, accounting or closely related field, supplemented by minimum of three (3) years of progressively responsible work experience in customer service, a portion of which shall be acquired at the supervisory level; or a high school diploma and a minimum of seven (7) years of progressively responsible work experience in customer service/finance, a portion of which shall be acquired at a supervisory level. Must have a working knowledge of the Microsoft Suite, including excellent writing skills.

## **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

Physical Requirements: Tasks involve frequent walking, standing, bending, stooping; some lifting and carrying objects of light to moderate weight (5-15 pounds).

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, or composite characteristics (whether similar to or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information including giving and receiving instructions, assignments and/or directions.

Language Ability: Requires the ability to read a variety of materials relevant to government, legal, and city administration operations.

Intelligence: Requires the ability to utilize long-range planning principles and methods. Requires the ability to analyze, plan, and draw valid conclusions in program management and prioritization.

Verbal Aptitude: Must communicate efficiently and effectively in standard English. Must speak with poise, confidence, and voice control.

Numerical Aptitude: Requires the ability to add, subtract, multiply and divide; calculate decimals and percentages; utilize algebraic formulas and descriptive statistics.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape, and visually read various information.

Motor Coordination: Requires the ability to coordinate hands and eyes accurately in handling, sorting, and managing paperwork and documentation.

Manual Dexterity: Requires the ability to utilize a variety of modern office equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Does not require the ability to differentiate between colors or shades of color.

Interpersonal Temperament: Requires the ability to deal with people from a variety of departments in both giving and receiving instructions. Must be able to perform duties when confronted with individuals acting under stress.

Physical Communication: Requires the ability to talk and/or hear: (talking: expressing or exchanging information by means of spoken words: hearing: perceiving nature of sounds by ear). Must be able to communicate via telephone and two-way radio.

Environmental Requirements: Tasks are regularly performed without exposure to adverse environmental conditions, i.e. dirt, cold, rain, fumes.

## **KNOWLEDGE, SKILLS, AND ABILITIES**

Knowledge of the principles and practices of public utilities administration.

Knowledge of basic accounting principles and methods.

Knowledge of municipal government functions, procedures and operations.

Knowledge of principles and practices of financial management and public relations; program development and administration; and utility billing operations and customer service activities.

Skilled in the use of various modern office equipment.

Skilled in oral and written communication for effectively dealing with public.

Ability to establish and maintain effective working relationships with departmental personnel and various outside agencies position interacts with.

Ability to analyze customer service information.

Ability to oversee, direct, and coordinate the work of lower level staff, select, supervise, train, and evaluate staff, participate in the development and administration of division goals, objectives, and procedures.

Ability to analyze problems, identify alternative solutions, project consequences of proposed actions and implement recommendations in support of goals.

**EQUAL OPPORTUNITY EMPLOYER**

The City of Margate, Florida, is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act (42 U.S. C. 12101 et. seq.), the City of Margate will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer. The physical demands described are representative of those that must be met by an employee to successfully perform the essential functions of this job.

I have read and acknowledge receipt of this Job description.

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Employee Name and Signature

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Date