

CUSTOMER SERVICE SUPERVISOR

173

DEPARTMENT: James City Service Authority/Customer Service

NATURE OF WORK:

Performs administrative and supervisory work in the management and daily operation of the Customer Services Section which involves processing applications from customers for water and sewer service, billing and collecting for services rendered, and initiating procedures to collect overdue payments. Work includes supervising Customer Service staff. Work is performed under the managerial direction of the Assistant General Manager.

ESSENTIAL FUNCTIONS OF THE JOB:

Supervises the daily operation of the Customer Services Section in processing applications from customers for water and sewer service, including the determination of service availability, preparation of a standard service contract, the computation of availability charges according to established rate charges, and the collection and transfer of funds as required for Hampton Roads Sanitation District and Newport News Department of Public Utilities.

Supervises staff in processing transfers of water and sewer service for existing accounts, including the preparation of new service contracts, collection of appropriate fees, and initiation of required field work.

Ensures that customer bills are prepared in accordance with established billing cycles.

Supervises preparation of lists of delinquent utility bill payments; initiates steps to collect delinquent bills, including the sending of final notices to customers, the initiation of appropriate legal action by the County Attorney's Office, and the termination of service.

Develops and implements an aggressive program of collecting delinquent accounts; investigates possibility of forcing nonconnected customers to connect; implements procedures to cut off water supplied by outside agencies to delinquent sewer accounts.

Investigates and develops procedures to ensure delinquent charges are paid prior to future services being rendered by County, in conjunction with County Attorney and Treasurer's Office.

Provides general supervisory activities such as attendance and leave control; performance review and counseling; job hiring and training; and corrective action. Schedules staff to provide for timely completion of all billing, collection, cashflow activities.

Utilizes PC in daily operations utilizing spreadsheet, word processing, database, and other software applications.

Maintains auditable records and reports on JCSA billing and collection systems.

Develops and maintains procedural guidelines for daily operations involving billing and cash receipts, collection of tap fees, work order process.

Promotes and ensures proper employee training and compliance with JCSA safety program and safety procedures.

Maintains liaison with Accounting Office in all matters concerning utility billing.

Establishes goals and objectives for Customer Services section.

Works in close partnership with Billing Supervisor, Accounts Receivable Supervisor, Accounts Investigation Supervisor and Cashiering Specialist at HRSD to develop, implement and maintain a combined billing system between the two agencies.

Performs variety of administrative duties include monthly Accounts Receivable reconciliation for the Accounting Office, Deposit Reconciliation for the Accounting office, workload indicator reports and quarterly reports for JCSA management.

Prepares required management reports concerning the status of current and delinquent accounts.

Performs research of records to resolve customer problems and complaints, handles major complaints personally.

Performs analysis of accounts in conjunction with the setting of utility charges.

Develops programs utilizing computer to its highest level (i.e., internal calculation of prorated bills, computer-generated utility contracts), in conjunction with data processing personnel.

Ensures section personnel are jointly trained and thoroughly conversant in use of computer.

Analyzes accounts and provides data to support revisions to operating policy.

Promotes and ensures proper employee training and compliance with County safety program and departmental safety procedures; ensures that all equipment, materials, and work conditions are adequately maintained to prevent accidents.

Performs related work as required.

Reviews billing reconciliations received from HRUBS as files downloaded.

Produces report for office staff of bill due dates, kick-outs and add-ins, including daily revisions with reconciliation complete. Follows up on accounts not billed within certain period of time.

Reviews delinquencies and coordinates process with Senior Customer Service Representative for HRSD.

Performs monthly reconciliation of HRUBS daily cash transmittals versus JCSA cash postings.

Troubleshoots HRUBS system interface with JCSA; coordinates with HRUBS Manager to identify and correct system problems involving billing balances, cash payment allocations, credit transfers, delinquencies, cut-offs, etc.

Creates and transmits file to HRUBS of any billing adjustments/corrections made to JCSA accounts and follows up with memo detailing adjustment reasons.

Supervises daily operations of HRUBS cashiering system and provides assistance to EOC cashiering system as required.

Provides back-up to Customer Service Representatives as required.

JOB LOCATION AND EQUIPMENT OPERATED:

Duties are performed in an office setting. Work involves contact with the public, often dealing with unpleasant circumstances. Operates office equipment to include telephone, computer keyboard, calculator, copy machine, and two-way radio.

REQUIRED KNOWLEDGE, SKILLS, AND ABILITIES:

Thorough knowledge of accounting, bookkeeping, office procedures, and terminology and customer service functions.

Considerable knowledge of effective methods and practices for collecting overdue bills.

Considerable knowledge of Data Processing applications; strong personal computer skills.

Ability to plan, coordinate, and supervise the work of others.

Ability to understand and carry out complex oral and written instructions.

Ability to make accurate mathematical computations.

Ability to organize work and maintain records.

Ability to deal with the public in a courteous and effective manner.

MINIMUM QUALIFICATIONS:

Bachelor's Degree in business administration, accounting, or related field preferred; and five years of progressively responsible experience in accounting or related field, some of which must have been in a supervisory capacity; or any equivalent combination of acceptable education and experience providing the knowledge, abilities, and skills cited above.