

**CITY OF MOUNTAIN VIEW
CLASS SPECIFICATION**

Position Title: Customer Service Supervisor	Job Family: 2
General Classification: Professional	Job Grade: 22

Definition: To provide supervision and technical support to the clerical staff within the Revenue Section of the Finance and Administrative Services Department.

Distinguishing Characteristics: This position is a single-class position that reports directly to the Revenue Manager. Exercises direct supervision over clerical staff within the Revenue Section. May exercise technical and functional supervision over other clerical or paraprofessional staff.

Examples of Duties: Duties may include, but are not limited to, the following:

1. Plan, prioritize, assign, supervise, and review the work of staff involved in utility billing and revenue-related activities.
2. Prepare, review, maintain, and organize the billing, collection, reporting, adjustments, and accounting of the utility billing.
3. Recommend and assist in the implementation of the Section's goals and objectives; establish schedules and methods for revenue; and implement policies and procedures.
4. Evaluate operations and activities of assigned responsibilities; recommend improvements and modifications; and prepare various reports on operations and activities.
5. Supervise clerical staff in the Revenue Section, participate in the selection of staff, conduct timely and constructive performance evaluations, and work with employees to correct deficiencies.
6. Handle escalated issues related to customer service; receive and investigate complaints and complex requests; provide service and information to the public; and recommend appropriate solutions to resolve complaints.
7. Provide ongoing evaluation of computerized billing programs, make recommendations for improvement, and assist with the maintenance and upgrade of systems utilized by the Section.
8. Coordinate and provide training to employees on the City's customer service and revenue policies, procedures, and best practices.

Position Title: Customer Service Supervisor

Page 2 of 3

9. Maintain, review, follow up, report activity, and prepare accounting entries for Accounts Receivable.
10. Reconcile utility billing subsystem with the General Ledger periodically.
11. Prepare and review year-end accruals on Revenue and Accounts Receivable.
12. Act as the primary contact for billing and services from the City's contracted Solid Waste providers.
13. Coordinate utility billing-related questions and requests with the Public Works Department.
14. Perform other related duties as assigned.

Minimum Qualifications:

Knowledge of: Basic City accounting and bookkeeping procedures; procedures and techniques of cashiering, basic accounting and collection of payments, and a working knowledge of computerized systems; customer service principles; principles of supervision, training, and performance evaluation; and pertinent local, state, and federal laws, ordinances, and rules.

Ability to: Supervise, train and evaluate assigned staff; compile data and write reports; coordinate and implement policies and procedures affecting revenue activities; create and maintain a positive public rapport among assigned personnel and manage effective handling of customer complaints; provide technical support to department management; interpret and explain pertinent City and department policies and procedures; develop and recommend policies and procedures related to assigned operations; communicate clearly and concisely, both orally and in writing; and establish and maintain effective working relationships with those contacted in the course of work.

Experience and Training Guidelines: A combination of relevant experience, education, and training that will satisfy the required minimum qualifications, knowledge, and abilities.

Education equivalent to the completion of the 12th grade. Three years of increasingly responsible experience in cashiering, basic accounting, accounts receivable billing, and collections, including one year at a lead and/or supervisory level. An associate's degree or higher from an accredited college is highly desirable and may be substituted for one year of work experience. One year of experience involving customer service or extensive public contact is considered highly desirable.

Position Title: Customer Service Supervisor

Page 3 of 3

Required Licenses or Certificates: Possession of, or ability to obtain, a valid California Driver License.

Working Conditions: May be required to work evenings and weekends on an as-needed basis.

Established: May 2024

Revised:

HRD/CLASS SPECS

Customer Service Supervisor