



JOB DESCRIPTION

Title: **ASSISTANT CUSTOMER SERVICE SUPERVISOR**
Department: Finance & Administration
Class Code: 6240
FLSA Status: Non-Exempt
Effective Date: February 5, 2013 (Rev. 07/2020)

GENERAL PURPOSE

Under general supervision from the Customer Service Supervisor, is the point of contact for IT and the customer information system software provider concerning computer software issues and performs a variety of complex utility oriented work and customer service.

ESSENTIAL DUTIES

- Assists the other customer service representatives and is the lead contact in resolving issues when the customer service supervisor is out of the office.
- Is the primary contact with IT personnel and software vendor in the correction of programming problems that arise in the customer information system.
- Trains and assists all new and existing customer service personnel on the customer information system software; tests potential changes and upgrades to the software. Develops and maintains "how to" documentation on the customer information system.
- Assists the public in signing up for new utility services using various applications, such as Utility Service Agreements, Electronic Funds Transfer, Equal Payment and Landlord Agreements; collects and enters information into the Customer Information System including assignment of customer account number.
- Provides information over the counter, telephone and e-mail to the public regarding utility billing inquiries, complaints, sign-ups, shut offs, and advises customers on new construction procedures as related to other departments.
- Assists in collections of delinquent residential and commercial utility accounts; generates letters, notices and reports necessary to the collection of delinquent accounts and reports to the City Treasurer on their progress.
- Accepts payments and produce receipts for customers making credit card utility payments and deposits; reconcile batch and prepare receipts for the Treasurer Office.
- Coordinates with meter readers in connecting or terminating services and with the water and power service crews to install new or remove existing services.
- Enters final and initial meter reads into the Customer Information System; review the weekly final billing edit for accuracy.
- Handles return mail; utility statements, delinquent notices and general correspondence; research correct addresses and information. Assists with city mail distribution and processing.

- Reviews daily residential meter reading reports; evaluates data for misreads and irregularities, initiates work orders and makes corrections; operates billing software system to calculate charges and render billing; prepares and mails weekly utility bills; and calculates and processes final billings for closed accounts.
- Answers correspondence directed to the department; enters cash adjustments to customer accounts; balances master file.
- Works directly with other City departments to resolve meter, billing and inspection issues; maintains the garbage and recycle can inventory.
- Researches necessary data through Salt Lake County Assessors Office to verify proof of ownership.
- Maintains filing system of applications, work orders, customer correspondence and other office documents; binds billing books.
- Participates in training of new CSR/Billing editor personnel.
- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- Associates degree and three (3) years of experience in utility billing, or equivalent combination of related education and/or experience.
- Preference given to those with experience in the use of word processing and a typing speed of 30 net words per minute or better; skill in the use of 10-key and a calculator by touch.

Necessary Knowledge, Skills and Abilities

- Working knowledge of Murray City's Customer Information Systems and customer service ordinance; working knowledge of Itron automated meter reading equipment.
- Ability to accurately analyze problems in the utility billing system and effectively communicate them to I.T., both in writing and verbally, in order to effect proper program changes, corrections or enhancements.
- Ability to follow through until problems are resolved with both billing issues and customer inquiries and complaints.
- Ability to calmly resolve conflicts with our customers and the public in general.
- Ability to do mathematical calculations quickly and accurately; ability to establish and maintain effective working relationships with employees, other departments and the public; ability to communicate effectively, verbally and in writing, using the word processor.

TOOLS & EQUIPMENT USED

- Personal computer, central billing system terminal, 10-key calculator, phone, fax and copy machines.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, stand, walk and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel objects, tools, or controls; and reach with hands and arms.
- The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include close vision and the ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Work is performed primarily in an office setting. The noise level in the work environment is usually quiet.

DEPT/DIVISION APPROVED BY: _____ DATE: _____

EMPLOYEE'S SIGNATURE: _____ DATE: _____

H. R. DEPT. APPROVED BY: _____ DATE: _____