



City of Tempe

CUSTOMER SERVICES OFFICE SUPERVISOR

JOB CLASSIFICATION INFORMATION				
<i>Job Code:</i>	281		<i>FLSA Status:</i>	Exempt
<i>Department:</i>	Internal Services		<i>Salary / Hourly Minimum:</i>	\$63,462
<i>Supervision Level:</i>	Supervisor		<i>Salary / Hourly Maximum:</i>	\$85,674
<i>Employee Group:</i>	SUP		<i>State Retirement Group:</i>	ASRS
<i>Status:</i>	Classified		<i>Market Group:</i>	Customer Services Office Supervisor
<i>Drug Screen / Physical:</i>	N	N	<i>EEO4 Group:</i>	Paraprofessionals

DISTINGUISHING CHARACTERISTICS

REPORTING RELATIONSHIPS
Receives general supervision from the Customer Services Manager, or from other Internal Services Department management staff.
Exercises direct supervision over assigned technical and clerical office staff.

MINIMUM QUALIFICATIONS	
<i>Experience:</i>	Four years of increasingly responsible customer service experience, including one year of supervisory or lead responsibility, preferably involving public services such as utilities. This experience should also include the proficient use of software systems typically used in a customer billing environment.
<i>Education:</i>	Equivalent to a Bachelor's degree from an accredited college or university with major course work in finance, accounting, business, public administration or degree related to the core functions of this position.
<i>License / Certification:</i>	None

ESSENTIAL JOB FUNCTIONS
Essential job functions are the fundamental duties of a position: the things a person holding the job absolutely must be able to do.
To actively support and uphold the City's stated mission and values. To plan, organize and supervise the operation of the administrative units of Customer Services to include telephone and counter service areas, cashier, billing and delinquent account services; to perform a variety of technical support tasks relative to the assigned areas of responsibility.

OTHER DUTIES AS ASSIGNED

Please note this job description is not designed to cover or contain a comprehensive listing of all activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

- Perform job duties adequately and properly; follow personnel and department policies and operating procedures; show respect, tact, and courtesy in dealings with coworkers and the general public; behave in a manner that does not obstruct or hinder other employees from completing their duties; act in a manner that is safe and follow the City's safety procedures at all times.
- Recommend and assist in the implementation of goals and objectives; establish schedules and methods for support staff; implement policies and procedures; plan, prioritize, assign, supervise and review the work of staff involved in providing services to City of Tempe customers.
- Review work for accuracy; support the timely billing and collection of charges for water, sewer, solid waste and irrigation services, reading of water meters, turning off and on of water service, assist in oversight of and management of the automated meter reading system and operation of the central cashier.
- Respond to inquiries and resolve customer complaints; provide back-up in all areas of Customer Services as needed.
- Participate in the selection of staff; work with employees to correct performance deficiencies; implement disciplinary procedures; schedule staff to ensure optimal service levels are maintained; provide or coordinate staff training or training for other groups as required.
- Evaluate operations and activities of assigned areas of responsibility; recommend improvements and modifications; prepare various reports on operations and activities.
- Participate in the analysis of utility billing related business processes and software systems and recommend changes; assist in the implementation of new or upgrade of existing software systems and provide applicable training to staff.
- Participate and assist in the administration of Customer Services; research, compile, analyze, and prepare statistics regarding operational efficiency and effectiveness; make recommendations for service improvement and enhancement.
- Participate in budget preparation and administration; prepare cost estimates for budget recommendations; submit justification for budget items; recommend expenditure requests; maintain inventory supplies; monitor and control expenditures.
- Provide pro-active performance planning utilizing performance management tools.
- Perform related duties as assigned.

PHYSICAL DEMANDS AND WORK ENVIRONMENT

- Pending

COMPETENCIES

<i>CLASSIFICATION LEVEL</i>	<i>INCLUDES</i>	<i>COMPETENCIES</i>
Foundational	All Employees	Inclusion, Communication, Interpersonal Skills, Integrity, Professionalism, and Willingness to Learn

Non-Supervisory	In Addition >	Teamwork, Customer Service, Initiative, and Dependability / Reliability
Supervisory	In Addition >	Staffing, Monitoring Work, Delegating, Development / Mentoring, and Support Others
Manager	In Addition >	Preparing / Evaluating Budgets, Monitoring / Controlling Resources, and Motivating / Inspiring
Deputy Director	In Addition >	Entrepreneurship and Networking
Director	In Addition >	Organizational Vision
<p><i>For more information about the City of Tempe's competencies for all classifications:</i> City of Tempe, AZ : Competencies</p>		

JOB DESCRIPTION HISTORY
<p><i>Effective June 1994</i> <i>Revised August 2001</i> <i>Revised June 2003 (Job title change)</i> <i>Revised January 2018 (update reports to, job duties, and min quals)</i></p>