



JOB DESCRIPTION

Title: **ASSISTANT CUSTOMER SERVICE SUPERVISOR**

Department: Finance & Administration

Class Code: 6240

FLSA Status: Non-Exempt

Effective Date: February 5, 2013

GENERAL PURPOSE

Under general supervision from the Customer Service Supervisor, performs technical analysis of the HTE Customer Information and Land Management system and performs working level commercial utility billing tasks.

EXAMPLE OF DUTIES

- *-- Assists the public in signing up for new services; provides information over the counter and by telephone to the public which includes processing deposit payments; answers questions and assists customer service representatives and is the lead contact in resolving issues when the Customer Service Supervisor is out of the office.
- *-- Performs commercial and final utility editing functions; handles returned mail.
- *-- Collaborates with I.T. personnel in the correction of programming problems that arise in the HTE billing and collection process. Develops new programs and changes to existing programs to meet future needs.
- *-- Checks billing edits for accuracy; answers correspondence directed to the department; enters cash adjustments to customer accounts; balances master file; maintains operations schedule.
- *-- Telephone collection of delinquent residential and commercial accounts.
- *-- Resolves customer complaints via telephone and internet.
- Makes recommendations for future needs planning.
- *-- Files; binds billing books; collates and separates bills; prepares bills for mailing; operates inserting equipment.

- Performs related duties as required.

MINIMUM QUALIFICATIONS

Education and Experience

- Associate's 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.

Special Requirements

- None

Necessary Knowledge, Skills and Abilities

- Working knowledge of Murray City's HTE Customer Information and Land Management 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: _____

*Essential functions of the job.