CUSTOMER SERVICE SUPERVISOR

DEFINITION

Under general supervision, oversees and supervises the receipt of utilities, parking citation and business license payments.

ESSENTIAL FUNCTIONS

(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge, skills and other characteristics. This list of tasks is ILLUSTRATIVE ONLY, and is not a comprehensive listing of all functions and tasks performed by positions in this class). Incumbents in this class may not be required to perform all duties listed and may be required to perform additional, position-specific duties.

TASKS

Oversees and supervises the receipt of utilities, parking citation and business license payments; interacts with customers over the phone or in person regarding inquiries; assists in the collection of utility, parking citations, bus passes and business licenses payments; records and posts amounts collected to customers accounts; counts and verifies amounts being paid; updates and maintains reports involving check payments; verifies cash and delivers to vault.

Prepares transmittal vouchers for different revenues; posts and reviews transmittal vouchers entered in system; reconciles negotiable items and creates a daily revenue report to verify cashier balances; researches and resolves disputes or problems that occur on customer accounts due to incorrect postings; identifies, separates and distributes incoming correspondence for appropriate individuals or city departments; tracks and records hours worked by subordinate staff; evaluates performance of assigned staff.

KNOWLEDGE, SKILLS AND OTHER CHARACTERISTICS

Knowledgeable of quality customer service practices and techniques

Knowledgeable of bill payment and overdue payment procedures

Knowledgeable of and able to operate a cash register and a personal computer

Skilled in supervising, delegating and evaluating work of subordinate staff

Skilled in writing, reviewing and maintaining reports

Skilled in mathematical calculations

Skilled in providing and following oral and written instructions

Skilled in establishing and maintaining productive working relationships

Ability to perform and train other employees on essential duties

Ability to effectively communicate verbally and in writing using standardized English

WORK ENVIRONMENT AND PHYSICAL REQUIREMENTS

Work is performed in an office environment. Work may require frequent standing, walking and bending. Incumbents in this classification may be exposed to repetitive motion and vision to monitor.

QUALIFICATIONS

Associates Degree in Accounting, Business, or Finance **AND** four (4) years experience in the banking industry or related field **OR** an equivalent combination of education and experience.

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