



City of Phoenix

WATER CUSTOMER SERVICES SUPERVISOR I

JOB CODE 50260

Effective Date: Rev. 08/08

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to provide first line supervision over a work unit of employees within the Customer Services Division of the Water Services Department. Incumbents are assigned to one of six field service area offices and supervise Water Service Technicians (Readers), Water Service Specialists, Water Service Investigators, Utilities Service Specialists, and Clerks II or supervise Utilities Service Specialists and Lead Utilities Service Specialists in one of three centralized service sections. Work is performed under the general supervision of a Water Customer Services Supervisor II or the Assistant Customer Services Administrator who evaluates work on the basis of observation and results achieved.

ESSENTIAL FUNCTIONS:

- Demonstrates continuous effort to improve operations, decrease turnaround times, streamline work processes, and work cooperatively and jointly to provide quality seamless customer service.

CENTRALIZED OFFICE SERVICE AND FIELD AREA OFFICE:

- Interprets, enforces, and trains employees in division and department policies, procedures, and operational guidelines;
- Collects, evaluates, and analyzes data and writes reports, letters, and memos to customers, and department and City staff;
- Operates personal computers and related peripheral equipment;
- Develops and implements quality control procedures to evaluate subordinates' work.

FIELD AREA OFFICE:

- Plans, schedules, and supervises a work unit of employees who read water meters, connect and disconnect water service, perform on-site meter installation and repair, conduct pre- and post-bill field audits, investigate service complaints, discontinue service to delinquent accounts, and investigate illegal water usage;
- Meets with customers, contractors, plumbers, etc., to resolve problems or settle delinquent accounts.

CENTRALIZED OFFICE SERVICE:



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- Plans, schedules, and supervises a work unit of employees who provide general account information, establish new water accounts, research customer billings, and collect payments;
- Investigates, analyzes, and resolves difficult customer complaints;
- Approves and enters changes into the Water Customer Information System (billing system) database.

Required Knowledge, Skills and Abilities:

Knowledge of:

- Principles and practices of supervision and personnel administration.
- Department policies and procedures, and City codes and ordinances pertaining to water customer services, account billing, and collection.
- Various computerized systems and software, including the Water Customer Information System (billing system), water meter reading system (ITRON), Field Work Order system, word processing, and spread sheets.
- Geography and street locations in the City.

Ability to:

- Perform a broad range of supervisory responsibilities over others.
- Communicate orally with co-workers, customers, clients, or the public in a face-to-face, one-to-one setting or using a telephone.
- Produce written documents with clearly organized thoughts using proper English sentence construction, punctuation, and grammar.
- Work cooperatively with other City employees, various levels of management, and the public, often in stressful situations.
- Work safely without presenting a direct threat to self or others.
- Enter data or information into a terminal, PC, or other keyboard device.
- Perform arithmetic computations quickly and accurately to verify billing figures, water consumption, etc.
- Comprehend and make inferences from written material.
- Learn job-related material through oral instruction, structured lectures, readings, and observation in an on-the-job or classroom setting.
- Review or check the work products of others to ensure conformance to standards.

Additional Requirements:

- Some positions require the use of personal or City vehicles on City business. Individuals must be physically capable of operating the vehicles safely, possess a valid driver's license and have an acceptable driving record. Use of a personal



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vehicle for City business will be prohibited if the employee is not authorized to drive a City vehicle or if the employee does not have personal insurance coverage.

- Some positions will require the performance of other essential and marginal functions depending on work location or assignment.

ACCEPTABLE EXPERIENCE AND TRAINING:

Four years of experience in a customer service utility environment or financial institution, with one year of supervisory or lead experience supplemented by college level course work in data processing, business communications, supervisory practices, or related field; additionally for field operations, a basic working knowledge of water meters and plumbing systems. Other combinations of experience and education that meet the minimum requirements may be substituted.