



City of Phoenix

WATER CUSTOMER SERVICES SUPERVISOR II

JOB CODE 50270

Effective Date: 10/95

DISTINGUISHING FEATURES OF THE CLASS:

The fundamental reason this classification exists is to manage the operations of either one of six area offices or one of three centralized sections within the Customer Services Division of the Water Services Department. Supervision is exercised over Water Customer Services Supervisors I and Utilities Credit Counselors. Broader supervisory responsibility, involvement in the budget process, and a greater degree of involvement in policy development distinguish this class from the Water Customer Services Supervisor I. Work is performed with considerable independence under the general supervision of the Assistant Customer Services Administrator who evaluates work on the basis of observation and results achieved.

ESSENTIAL FUNCTIONS:

- Plans, coordinates, and supervises a work unit of employees who provide general account information, establish new water accounts, research customers' billings, collect payments, 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; collect payment or discontinue service to delinquent accounts, and investigate illegal water usage;
- Investigates, analyzes, and resolves the most difficult customer complaints, meets with customers, contractors, plumbers, etc. to resolve problems, and authorizes adjustments;
- Recommends changes in goals, procedures, policies, equipment, budget, and personnel to maximize utilization of resources;
- Collects, evaluates, and analyzes data and write reports, letters, and memos to customers and department and City staff;
- Interprets rules, regulations, and policies, and makes decisions based upon them;
- Operates and supervises the operation of personal computers and related equipment, troubleshoots the system, and takes appropriate corrective action;
- Investigates complaints referred by the City Manager's Office, Mayor's Office, City Council Office, and Consumer Advocate, and reports findings of actions taken;
- Assists in the preparation of the division's budget by recommending changes to existing budget allocation and preparing written justifications for supplemental requests;
- Maintains regular and reliable attendance;



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- Demonstrates superior seamless customer service, integrity, and commitment to innovation, efficiency, and fiscally responsible activity;
- Works more than forty hours in a workweek without additional compensation to perform assigned job duties, including weekends, evenings, early morning hours, and holidays as required.

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 (WCIS), water meter reading system (ITRON), Work Field Order system (W.F.O.), word processing, and spread sheets.
- Geography and street locations in the City.

Ability to:

- Read and interpret fiscal data.
- Gather pertinent facts and statistics, make thorough analysis, arrive at sound conclusions, and report research findings and recommendations in a clear, complete, and logical form.
- Analyze and solve problems according to learned department and City policies, regulations, and ordinances.
- 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 thought 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, P,C or other keyboard device.
- Comprehend and make inferences from written material.

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 vehicle for City business will be prohibited if the employee is not authorized to



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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:

Six years of experience within a private utility or municipal utility that provides such customer services as collections, data processing, cash handling, customer billing, meter reading, meter repair and replacement, and customer complaint resolution, and a minimum of three years of supervisory experience, including one year of experience supervising both field and office operations at the level of Water Customer Services Supervisor I; supplemented by some college level course work in data processing, business communications, and supervisory practices. Other combinations of experience and education that meet the minimum may be substituted.