



City of Irving Job Description

Utility Customer Service Supervisor

FLSA Status:	EXEMPT	Job Department:	Water Utilities
Job Code:	12061	Reports To (Job Title):	Assistant Director

PURPOSE

The primary responsibility of the Collection/Customer Relations Supervisor is to oversee the collection of utility payments and daily bank deposits. To provide optimum collection of funds for water service, wastewater, sanitation, recycling services, drainage, utility franchise fees, energy charges, alarm permit payments, toll tags, and red light camera citations. To actively pursue bad debt and collect on delinquent accounts while maintaining accurate financial records. Provide friendly, responsive and effective customer support to the citizens and businesses of Irving and internal support to field personnel and Billing Division. To provide functional oversight to staff regarding billing inquiries, complaints and service orders for new accounts, changes in and termination of services; maintaining accurate customer records and ensuring positive public relations. To provide information to internal and external customers regarding billing and collection inquiries.

ESSENTIAL DUTIES AND RESPONSIBILITIES

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.*

- Manage and supervise unit's staff, including assigning work, evaluating performance, managing schedules and leave.
- Monitor and evaluate the quality responsiveness, efficiency and effectiveness of the collections process.
- Prepare account reconciliations for utility billing accounts; Review and reconcile problems between deposit, billing system and monthly closing.
- Oversee cash management and depository of funds for all monies collected by Customer Service; Audit and reconcile collected funds, including preparing reports and resolving issues.
- Investigate and resolve customer issues and complaints.
- Analyze statistics and compile and distribute reports on sections activities; Prepare monthly reports and other financial reports as necessary.
- Assist in budget preparation and administration, prepares cost estimates for budget recommendations, submit justifications for budgeting, and monitor expenditures.
- Assist in the development, planning and implementation of departmental goals and objectives and recommend and administer policies and procedures.
- Oversee the implementation of new work systems and procedures.
- Recommend opportunities for improving service delivery methods and procedures.
- File utility liens and release lien on delinquent water accounts using ELink Submitter.
Note: Release of Liens must be approved by the Mayor.
- Coordinate with outside agencies as need to complete Customer Service function; such as: Collection Agency, alternative payment centers, remittance processing and additional contracts as needed.
- Evaluate operations and activities of Customer Service, recommend improvements and modifications, and prepare various reports on operations and activities including statistical reports.

- Oversee a program to log all payments accepted and create reports as needed. This is being done in-house in a collaborative effort between IT and Collections.
- Oversee daily processing of deposits for entire City of Irving. Ensures all processes comply with operating policy bank regulations and risk management practices; Oversee daily cashiering, balancing, vault operations and deposits.
- Oversee a Quality Assurance program and reporting created for evaluating and monitoring telephone calls to Customer Service ACD (automated call distribution) line.

OTHER DUTIES AND RESPONSIBILITIES

- Functional oversight of a city-wide, self-paced, skill-driven Customer Service training program called “The Telephone Doctor” by administering the DVDs and workbooks. Assure that, after employees complete the course, they receive a training certificate and H.R. is notified by the updating of their transcripts.

SUPERVISORY RESPONSIBILITIES

Organizational Supervision - Applies to full personnel management responsibilities including selection, discipline, grievances and formal performance evaluations for a position's direct reports plus all employees reporting up through subordinates, which will include approximately 13 employees.

Functional and Technical Supervision - Regular responsibility for giving direction and guidance to employees as a lead worker, project manager or internal advisor. As an ongoing part of the position, the employee can expect to supervise several employees.

FINANCIAL / BUDGETARY RESPONSIBILITY

Develop and administer a budget of just over \$1 million annually; Oversee cash management and depository of funds (totaling approximately \$9 million, monthly) for all monies collected by Customer Service; Supervise and recommend budget for sections operation; Assists in the development and administration of sections budget; Provide contract administration for the section, such as Collection Agency, Alternative payment centers, remittance processing and additional contracts as needed by this section, totaling approximately \$1 Million monthly; Prepare account reconciliations for municipal services accounts; Reviews and reconciles problems between deposit, billing system and monthly closing report; Oversee vault operations which will incorporate all monies collected by all departments.

QUALIFICATIONS:

The requirements listed below are representative of the knowledge, skill, and/or ability required.*

EDUCATION

- Associate’s degree or equivalent experience in general business

EXPERIENCE

- At least three (3) years of related experience, including one (1) year of supervisory experience.

CERTIFICATES, LICENSES, REGISTRATIONS

- Appropriate, valid Texas Driver's License, or the ability to obtain one, may be required.

KNOWLEDGE OF

- Administration and Management: Principles and processes involved in business and organizational planning, coordination, and execution. This includes strategic planning, resource allocation, manpower modeling, leadership techniques, and production methods.
- Customer Service Management: Principles and processes for providing customer and personal services including needs assessment techniques, quality service standards, alternative delivery systems, and customer satisfaction evaluation techniques.
- English Language: The structure and content of the English language, including the meaning of words and grammar.
- Office Systems: Administrative and clerical procedures and systems, such as word-processing, filing and records management, and other office procedures.
- Office Software: Current word processing, presentation, spreadsheet, and database programs used by the City.
- Supervision: personnel motivation, interviewing, hiring, oversight, evaluation, and discipline.

SKILLS AND ABILITIES IN

- Budget Management: Developing plans and budgets; comparing them against actual activity.
- Basic Math: Adding, subtracting, multiplying, or dividing quickly.
- Accuracy: Paying attention to detail in dealing with numbers, words, documents, and ideas.
- Active Listening: Listening to what others are saying and asking questions as appropriate.
- Cooperation: Establishing and maintaining positive working relationships with those contacted in the course of work.
- Teaching: Conveying new concepts and confirming comprehension by listener.
- Mechanical/Technical: Safely operating diverse office equipment including computers, copiers, fax machines, calculators, and telephones.
- Service Orientation: Actively looking for ways to help people.
- System Ability: Multi-tasking by working with multiple software packages simultaneously.
- Typing: Accurately entering information using computer keyboard.
- Sequencing: Correctly following a given rule or set of rules to arrange things or actions.
- Written Expression: Communicating information and ideas in writing so others will understand including routine reports and correspondence.
- Reading Comprehension: Reading and interpreting documents.
- Organizational Strategies: Tracking multiple variables by sorting, grouping, and calendaring.
- Direction and Instructional Comprehension: Interpreting a variety of instructions furnished in written, oral, diagram, or schedule form.
- Oral Comprehension: Listening to and understanding information and ideas presented through spoken words and sentences.
- Deductive Reasoning: Applying general rules to specific problems to come up with logical answers. This involves deciding if an answer makes sense or provides a logical explanation for why a series of seemingly unrelated events occur together.
- Inductive Reasoning: Combining separate pieces of information or specific answers to problems to form general rules or conclusions. This includes coming up with a logical explanation for why a series of seemingly unrelated events occur together.

GUIDANCE RECEIVED

Departmental Goals and Priorities

Makes decisions that are guided by overall Departmental goals, priorities and policies. Job requires interpreting goals and priorities into action steps and delegating responsibility for completion; applies broad latitude in regard to methods and approaches but must obtain approval for actions that have policy, service or cost implications.

CONTACTS

Collection Agency, Alternate Payment Locations (Western Union, ACE Cash Express, Fiesta Mart) AudioTel RemitPlus; Tele-Works; Opex; Harris Computers (inHANCE); PMAM; Comco Systems; Bank of America; North Texas Tollway Authority

EQUIPMENT AND PROPERTY

This position utilizes a personal computer, calculator, FAX machine, copiers, a multi-line telephone, cash handling Equipment, mail automation equipment, and a payment processor/scanner. Also, this position may drive a City and/or personal vehicle.

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.*

The employee constantly is required to grasp, handle, feel, and/or listen. Frequently, s/he is required to carry, drive a vehicle, lift up to 10 pounds, pull, push, reach, see, talk, and/or walk. S/he occasionally must kneel, sit, stand, and/or stoop.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.*

The noise level in the work environment usually is moderate.

* Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Note: A class specification is a general listing of duties, responsibilities, knowledge, skills, and abilities required of an incumbent assigned to a particular class of work. There may be one or multiple positions assigned to a single classification; therefore, the class specification lists those work attributes that are common to every incumbent in the class.