

# Urbandale Water Utility

## Job Description

---

**Job Title:** Customer Service Supervisor

**Department:** Customer Service

**Supervisor:** Finance/Office Manager

**Date:** May 16, 2024

---

**Type:** Full Time

**Annual Pay:** \$67,687 - \$101,524

### **Summary Description:**

Reports to and performs duties as assigned by the Finance/Office Manager. Supervises, plans, directs, organizes, and completes performance evaluations of the customer service staff. Responsible for the Utility billing process, including downloading and receiving meter readings. Coordinates updates with billing software and generates reports as needed. Coordinates customer service appointments, meter reads, and other billing activities with the field personnel. This position also requires knowledge of accounting practices and computer operation. Must have the ability to handle multiple situations and be able to communicate effectively with the public, supervisors, and utility employees. Assists customers by phone, emails, in person, and with written correspondence. Has direct contact with customers to resolve customer complaints, generates service orders, and answers questions concerning bills and other utility-related business. Processes mail and posts payments to customer accounts.

### **Routine Job Duties/Responsibilities:**

- Supervise and manage the customer service staff
- Train, develop, and evaluate customer service team members
- Process and coordinate all read and billing functions of the Utility
- Maintain direct-pay file
- Monitor and respond to inquiries on customer service email account
- Coordinate customer service support with Sensus and Cogsdale software
- Maintain and track payment arrangements and owner lists
- Assist with finals and rebills
- Assist with website maintenance
- Assist with penalty and collection notices
- Handle escalated customer inquiries and complaints
- Answer telephone and assist customers at the front counter
- Address customer questions and concerns
- Generate service orders
- Open mail & process return mail items
- Enter and post payments to customer accounts
- Count and provide exact change to customers
- Assist in the preparation of daily bank deposits

### **Periodic Job Duties/Responsibilities:**

- Generate utility billings and rebills
- Assist in month-end balancing and Utility Board meeting preparation

- Reconcile bank statements
- Write checks and post to general ledger
- File and scan documents
- Perform additional duties as required to maintain effective and efficient operations of the Utility

**Education/Experience:**

- Bachelor's degree in accounting, business administration or a closely related field preferred
- Two years of prior municipal utility billing and accounting experience preferred
- Customer service experience required

**Skills:**

- Strong communication (written and verbal) and interpersonal skills to interact with co-workers, supervisor, the general public, etc., to sufficiently exchange or convey information
- Ability to prioritize and schedule daily work
- Ability to record and maintain accurate records
- Ability to multitask and take initiative
- Friendly, patient and attentive to customers' needs and able to respond to different character types

**Knowledge:**

- Basic accounting and automated accounting systems
- Basic computer operations, including Microsoft Office
- Basic understanding of Sensus and Cogsdale software
- Operate calculator, copier and other office equipment

**Working Conditions:**

- Generally, work is performed at desk
- Frequently goes to counter to help customers
- Maintain regular attendance and punctuality
- Ability to handle and lift up to 20 lbs.
- Must have the physical ability to perform all duties
- Maintain a safe working environment

**Note: This job description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The employer has the right to revise this job description at any time. The job description is not to be construed as a contract for employment.**