

MONTGOMERY COUNTY CLASSIFICATION SPECIFICATION: REV. 04/02/08	CLASS TITLE: CUSTOMER SERVICES SUPERVISOR	CODE: 12176
	MAJOR AGENCIES: BCC (SANITARY ENGINEERING ONLY)	PAGE <u>1</u> OF <u>2</u>

CLASS CONCEPT: First line supervisory position under general direction of the Customer Service Superintendent. Work is performed with minimum supervision with considerable latitude in applying judgment. Knowledge of billing, customer service, and cash handling is required to supervise assigned staff (i.e. Customer Service Representative, Customer Service Technician, Customer Service Specialist, Customer Service Cashier and Receptionist) and responsibilities of the Customer Service Section. Responsibilities can be technical, managerial or hands-on in nature. Must perform rank 1 duties 50% of time and also must perform rank 2 duties. Staff size is 3-17.

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
1	<p>Supervises Customer Service Representatives, Customer Service Technicians, Customer Service Specialists, Customer Service Cashiers and Receptionist. Directs billing functions and interacts with the City of Dayton (e.g., meter reading and billing accuracy) Ensures preparation and mailing of utility bills. Pursues collection of delinquent utility accounts, including preparation and mailing of final notices, shut offs and turn on work orders. Reviews billings for correctness and accuracy. Adjusts and/or refigures bills which have been issued to customers improperly. Ensures collection and accurate depositing and reporting of payments. Receives telephone calls and citizen visits concerning utility billings or services. Responds to citizen complaints in person, on the telephone, and in writing. Handles questions and matters of a more technical nature. Uses word processing and spreadsheet applications to respond to customer inquiries. .Performs tasks of the functional area(s) supervised.</p> <p>(Performs Related Duties As Required)</p>	<p><u>Knowledge of:</u> 2 (Bookkeeping), 6 (Labor Relations), 7 (Manpower Planning), 8 Employee Training and Development), 9 (Supervision), 11a (Public Relations), 11b (Human Relations), 13 (Office Practices & Procedures), 14 (Government Structure and Process). <u>Skill in:</u> 27 (Data Entry), 29 (Equipment Operation). <u>Ability to:</u> 30a (Carry out simple instruction), 30b (Recognize unusual or threatening conditions & take appropriate action), 30c (Carry out detailed but basic written or oral instruction), 30d (Deal with problems involving several variables in familiar context), 30g (Understand system on mechanical or other procedures (e.g., bookkeeping)), 30h (Apply principles to solve practical, everyday problems), 30i (Deal with variety of variables in somewhat unfamiliar context), 30j (Interpret variety of instructions in written, oral, picture or schedule form), 30l (Define problems, collect data, establish facts and draw valid conclusions), 30n (Deal with some abstract but mostly concrete variables), 30r (Deal with many variables and determine specific action (e.g., research, production), 31b (Read, copy and record figures accurately), 31c (Add, subtract, multiply and divide whole numbers), 31d (Calculate fractions, decimals and percentages), 31e (Use algebra), 31g (Use statistical analysis),</p> <p>(*Developed After Employment)</p>

UNUSUAL WORKING CONDITIONS:	MINIMUM CLASS REQUIREMENTS: (Including License, If Any) Bachelor's Degree and three years of Supervisory experience, two of those years in utilities, banking and/or customer service Or, Associate's Degree and five years of supervisory experience, three of those years in utilities, banking and/or customer service	TRAINING & DEVELOPMENT:
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CLASS CONCEPT:

RANK	JOB DUTIES	MAJOR WORKER CHARACTERISTICS
2	<p>Studies and standardizes procedures to increase operational efficiency and to improve efficiency of subordinates. Recommends policy or procedural changes to superiors. Interprets ordinances relating to utility services. Prepares composite reports from individual reports of subordinates. Processes work order for utility disconnections, reconnections, new sets re-sets, meter reading data, etc. Maintains customer account files. Assists in reconciling utility billing activity with the general ledger. Maintains IVR and ACD functionality. Maintenance of statistical and job performance reports utilizing database or spreadsheet applications. Interpretation of CIS information (e.g., number of accounts, service types, delinquent status, etc.). Assists in maintaining, upgrading, and troubleshooting the billing software and other computer systems in the division. Maintenance of employee records. Continuous upgrade and training on software packages and hardware (e.g., billing software, web services, payment processing options, IVR, telephony, etc.)</p>	<p>32b (Sign name and understand ordinary, routine agreements when explained), 32d (Read individual words), 32e (Read short sentences with base, concrete vocabulary), 32f (Copy records precisely without error), 32g (Read simple sentences with common vocabulary), 32h (Copy material accurately and recognize grammatical and spelling errors), 32i (Complete routine forms), 32j (Maintain accurate records), 32l (Write routine business letters reflecting standard procedures), 32n (Understand manuals & verbal instructions, technical in nature), 32o (Prepare meaningful, concise & accurate reports), 32q (Use proper research methods in gathering data), 32t (Write instructions & specifications concerning proper use of machinery), 33a (Arrange items in numerical or alphabetical order), 33b (Sort items into categories according to established methods), 33e (Gather, collect and classify information about data, people or things), 34b (Work alone on most tasks), 34c (Cooperate with co-workers on group projects), 34d (Answer routine telephone inquiries from public), 34e (Establish friendly atmosphere as supervisor of work unit), 34f (Handle sensitive inquiries from and contacts with officials and general public), 34i (Resolve complaints from angry citizens and government officials).</p>

UNUSUAL WORKING CONDITIONS:	<p>MINIMUM CLASS REQUIREMENTS: (Including License, If Any) Or, ten years of utilities, banking, and/or customer service experience with at least five of those years in a supervisory capacity. Advanced proficiency in use of Microsoft Suite Software. (Other Evidences May Be Substituted)</p>	TRAINING & DEVELOPMENT:
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