

**North Marin Water District**

**CONSUMER SERVICES SUPERVISOR**

*This class description is only intended to present a summary of the range of duties and responsibilities associated with the positions. Descriptions **may not include** all duties performed by individuals within the class. In addition, descriptions outline the minimum qualifications necessary for entry into the class and do not necessarily convey the qualifications of incumbents within the position.*

**DEFINITION**

Reporting directly to the Auditor-Controller, this department supervisor plans, organizes and directs office and field employees engaged in customer accounting, meter reading, collections, and customer relations.

**DISTINGUISHING CHARACTERISTICS**

The Consumer Services Supervisor position is responsible to assure that water and sewer customers receive excellent customer service, that water and sewer billings are rendered accurately and timely, and that the database of customer accounts is accurately maintained. Requires excellent customer service skills and the ability to develop and maintain collaborative working relationships with other departments to ensure comprehensive service to customers. Requires customer service leadership experience, as well as strengths in supervision, performance management, process improvement techniques, and computer applications.

**SUPERVISION RECEIVED/EXERCISED**

Receives supervision from the Auditor-Controller. Exercises supervision over Field Service Representatives and clerical staff.

**ESSENTIAL DUTIES** (include but are not limited to the following)

Supervise, direct and review the work of clerical and field employees; develop and revise office procedures; oversee and perform the processing of customer transactions and records; train others in the use of methods and procedures; resolve customer complaints tactfully; process delinquent accounts for shut-off and arrange payment schedules with consumers; monitor and adjust meter reading schedules to achieve timely and cost-effective reading program; schedule department activities to assure timely mailing of bills; perform mathematical computations with speed and accuracy; communicate effectively, both orally and in writing; maintain detailed and accurate records; prepare clear and concise written reports; establish and maintain good working relationships with those contacted in the course of work.

Specific tasks include process pre-billing and run regular bills, review high bills, and check edits; send reminder notices; run closing bills (twice a month); enter and process payments; process required reports including month end reports and new customer letters; process returned payments and billing adjustments; overseeing account closures and collection lists; processing bankruptcy notices; responding to any Consumer Services Department communications requiring Supervisor involvement. Process sewer bills, enter new service accounts, maintain current customer information; process bill adjustments (confirm customer qualifies, create adjustment letter, credit customer account), create letters of credit, credit NMWD bills and credit rebates to customer account, take customer phone calls and respond to InfoSend emails and

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emails in [info@nmwd.com](mailto:info@nmwd.com). Alternative back-up for Receptionist duties. Supervisory tasks also include department timesheet approvals, overseeing Consumer Services Department staff requests for leave, and performance management including periodic performance evaluations for all direct reports as well as review and approval of performance evaluations for all Field Service Representatives.

### **OTHER DUTIES**

Assure that callers and walk-in customers are greeted promptly and directed appropriately; oversee daily operation of the phone and voicemail system; procure necessary supplies and equipment; perform special projects as directed by the Auditor-Controller.

**QUALIFICATIONS** (The following minimum qualifications are necessary for entry into the class)

#### **Education/Experience**

Any combination of education and experience equivalent to possession of a high school diploma, or its equivalent, and five years of customer service experience some of which was in a lead capacity directing the work of others.

#### **Knowledge/Skill/Ability**

*Knowledge of:* Principles, procedures and methods used in customer accounting and utility billing; principles and practices of good customer relations and complaint resolution; uses and capabilities of computerized accounting and billing systems; office practices and procedures; principals of supervision and personnel management; budget administration.

*Skill in:* Operating a personal computer and standard office and custom software as well as effectively supervise and lead staff.

*Ability to:* Operate a 10-key by touch and other office equipment; work under tight time frames and deadlines; maintain billing and FSR maintenance schedules; and exert judgment to prioritize needs; work weekends, holidays as necessary and remain available in the event of an emergency; maintain effective working relationships with those contacted in the course of work, deal with workplace problems in a proactive and effective manner, and set a professional example to direct reports and agency employees.

#### **License/Certificate**

Possession of a valid Class C California driver's license.

#### **Residency**

Residency within 10 miles of the District's Service Area within 24 months following employment is preferred for this position.

### **WORKING CONDITIONS/PHYSICAL REQUIREMENTS**

Position requires working in a standard office environment and involves prolonged sitting, repetitive motion, walking, kneeling, squatting, stooping, turning, bending and upper body twisting in the performance of daily activities. Some field work is also required as necessary to supervise the work of field staff. The position also requires grasping, repetitive hand movement, and fine coordination in preparing statistical reports and data and using a computer keyboard. Additionally, the position requires near and far vision in reading statistical data and using the computer and hearing is required when providing phone service.

**OTHER REQUIREMENTS**

Per California Government Code, Title 1, Division 4, Chapter 8, Section 3100, "all public employees are hereby declared to be disaster service workers subject to such disaster service activities as may be assigned to them by their superiors or by law."