

Customer Service Supervisor (Water Billing)

The City of Bryant Water Billing Office is accepting applications for **Customer Service Supervisor**. Starting annual salary \$35,365 plus, depending upon experience and education. Great medical benefits & retirement package included! Applications may be completed online at www.cityofbryant.com or picked up at the Human Resources Department at 210 S.W. 3rd Street, Bryant, AR 72022. A city application must be completed and submitted to be considered for this position. Position closes at 5:00 p.m., May 14, 2018 or until filled. The City of Bryant is an Equal Opportunity Employer.

This job description should not be interpreted as all-inclusive. It is intended to identify the essential functions and minimum qualifications of this job. The incumbent(s) may be required to perform job-related responsibilities and tasks other than those stated in this job description. Nothing in this job description restricts management's right to assign or reassign job-related responsibilities and tasks to this job at any time. Certain functions are understood to be essential: these include, but are not limited to, attendance, getting along and communicate well with others, ability to provide great customer service, working a full shift, dependability, leadership, and dealing with and working under stress. Any essential function of this class will be evaluated as necessary should an incumbent t/applicant be unable to perform the function or requirement due to a disability as defined by the Americans with Disabilities Act (ADA). Reasonable accommodations for the specific disability will be made for the incumbent/applicant when possible

GENERAL DESCRIPTION OF POSITION

Direct supervision and coordination of activities on behalf of Utility Customer Services staff engaged in handling payments, utility billing, service orders, new account activation, collections and in-bound call center operations. Serves as first line supervisor of New Accounts, Credit and Collections. Assure compliance of City ordinances, policies and procedures on day-to-day transactions. Provide resolutions and adjustments as needed to resolve customer issues.

ESSENTIAL DUTIES AND RESPONSIBILITIES

1. Provide supervision to New Accounts for the activation for utilities services.
2. Supervises Customer Service clerks.
3. Resolve customer issues and offer resolution options within City policy.
4. Prepares bank deposits daily.
5. Assists with end-of-month financial statement preparation.
6. Reconciles Revenue Account (Fund 82).
7. Back up for payroll processing.
8. Prepares reports for management.
9. Processes accounts payable entries.
10. Assists customer service department when needed.
11. Copies data and complies records and reports.
12. Post utility payments as needed.
13. Prepares monthly billing and calculates utility bills.
14. Ability to interact with team members.
15. Regular and punctual attendance.
16. Ability to work overtime.
17. File correspondence and the departmental records.

18. Opens and routes incoming mail, answers correspondence, and prepares outgoing mail as needed.
19. Operates office machines such as typewriter, adding calculating, and duplicating machines.
20. Operates computer terminal to input and receive data.
21. Prepares and enters meter readings, account transfers and work order information.
22. Perform any other related duties as required or assigned.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty mentioned satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required.

EDUCATION AND EXPERIENCE

Knowledge of a specialized field (however acquired), such as basic accounting, computer, etc. Equivalent of four years in high school, plus night, trade extension, or correspondence school specialized training, equal to two years of college, plus 3 years related experience and/or training, and 7 to 11 months related management experience, or equivalent combination of education and experience.

COMMUNICATION SKILLS

Ability to write reports, business correspondence, and policy/procedure manuals; Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

Ability to add, subtract, multiply, and divide in all units of measure, using whole numbers, common fractions, and decimals. Ability to compute rate, ratio, and percent and to prepare and interpret bar graphs.

CRITICAL THINKING SKILLS

Ability to utilize common sense understanding in order to carry out written, oral or diagrammed instructions. Ability to deal with problems involving several known variables in situations of a routine nature.

REQUIRED CERTIFICATES, LICENSES, REGISTRATIONS

Valid Arkansas Driver's License or valid Driver's License recognized by the State of Arkansas

PREFERRED CERTIFICATES, LICENSES, REGISTRATIONS

Associate Degree in Accounting

SOFTWARE SKILLS REQUIRED

Intermediate: 10-Key, Alphanumeric Data Entry, Contact Management, Human Resources Systems

Basic: Accounting, Database, Presentation/PowerPoint, Spreadsheet, Word Processing/Typing

INITIATIVE AND INGENUITY

SUPERVISION RECEIVED

Under direction where a definite objective is set up and the employee plans and arranges own work, referring only unusual cases to supervisor.

PLANNING

Considerable responsibility with regard to general assignments in planning time, method, manner, and/or sequence of performance of own work; may also occasionally assist in the planning of work assignments performed by others within a limited area of operation.

DECISION MAKING

Performs work operations which permit frequent opportunity for decision-making of minor importance and also frequent opportunity for decision-making of major importance; the latter of which would affect the work operations of other employees and/or clientele to a moderate degree.

MENTAL DEMAND

Very close mental demand. Operations requiring very close and continuous attention for control of operations which require a high degree of coordination or immediate response. Operations requiring intermittent direct thinking to determine or select the most applicable way of handling situations regarding the organization's administration and operations; also to determine or select material and equipment where highly variable sequences are involved.

ANALYTICAL ABILITY / PROBLEM SOLVING

Oversight. Activities covered by expansive policies and objectives, and oversight as to execution and review. High order of analytical, interpretative, and constructive thinking in varied situations covering multiple areas of the organization.

RESPONSIBILITY FOR WORK OF OTHERS

Carries out supervisory responsibilities in accordance with the organization's policies and applicable laws. Responsibilities may include but not limited to interviewing, hiring and training employees; planning, assigning and directing work; appraising performance, rewarding and disciplining employees; addressing complaints and resolving problems.

Supervises a small group (1-3) of employees in the same or lower classification. Assigns and checks work; assists and instructs as required, but performs same work as those supervised, or closely related work, most of the time. Content of the work supervised is of a non-technical nature and does not vary in complexity to any great degree.

Supervises the following departments: Water Customer Service Billing

RESPONSIBILITY FOR FUNDS, PROPERTY and EQUIPMENT

Occasionally responsible for organization's property where carelessness, error, or misappropriation would result in moderate damage or moderate monetary loss to the organization. The total value for the above would range from \$5,000 to \$150,000.

ACCURACY

Probable errors would not likely be detected until they reached another department, office or patron, and would then require considerable time and effort to correct the situation. Frequently, possibility of error that would affect the organization's prestige and relationship with the public to a limited extent, but where succeeding operations or supervision would normally preclude the possibility of a serious situation arising as a result of the error or decision.

ACCOUNTABILITY**FREEDOM TO ACT**

Directed. Freedom to complete duties as defined by wide-ranging policies and precedents with mid to upper-level managerial oversight.

ANNUAL MONETARY IMPACT

The amount of annual dollars generated based on the job's essential duties / responsibilities. Examples would include direct dollar generation, departmental budget, proper handling of organization funds, expense control, savings from new techniques or reduction in manpower.

Small. Job creates a monetary impact for the organization from \$100,000 to \$1mm.

IMPACT ON END RESULTS

Moderate impact. Job has a definite impact on the organization's end results. Participates with others in taking action for a department and/or total organization.

PUBLIC CONTACT

Regular contacts with patrons, either within the office or in the field. May also involve occasional self-initiated contacts to patrons. Lack of tact and judgment may result in a limited type of problem for the organization.

EMPLOYEE CONTACT

Contacts of considerable importance within the department or office, such as those required in coordination of effort, or

frequent contacts with other departments or offices, generally in normal course of performing duties. Requires tact in discussing problems and presenting data and making recommendations, but responsibility for action and decision reverts to others.

USE OF MACHINES, EQUIPMENT AND/OR COMPUTERS

Regular use of complex machines and equipment (desktop/laptop computer and software, road and production machines and equipment, driver's license/cdl, etc.)

WORKING CONDITIONS

Normal working conditions as found within an office setting, wherein there is controlled temperature and a low noise level, plus a minimum of distractions.

ENVIRONMENTAL CONDITIONS

The following work environment characteristics described here are representative of those an employee encounters while performing essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the functions of this job, the employee is occasionally exposed to work near moving mechanical parts. The noise level in the work environment is usually moderate.

PHYSICAL ACTIVITIES

The following physical activities described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions and expectations.

Semi-repetitive, low physical. Semi-repetitive type work which requires periods of concentration for varied time cycles as prescribed by the tasks.

While performing the functions of this job, the employee is regularly required to use hands to finger, handle, or feel, reach with hands and arms, talk or hear; and occasionally required to stand, walk, sit, climb or balance, stoop, kneel, crouch, or crawl, taste or smell. The employee must occasionally lift and/or move up to 25 pounds; frequently lift and/or move up to 10 pounds. Specific vision abilities required by this job include close vision; distance vision; color vision; peripheral vision; depth perception; and ability to adjust focus.

ADDITIONAL INFORMATION

Not indicated.