



## SPRINGFIELD UTILITY BOARD

### Job Description

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**TITLE:** Customer Service Supervisor  
**REPORTS TO:** Customer Service Manager

**STATUS:** Exempt  
**RANGE:** 26

**POSITION SUMMARY:** The Customer Service Supervisor assists the Customer Service Manager in the supervision of staff and operations of the Customer Service department. Performs other duties as assigned.

#### **MAJOR RESPONSIBILITIES**

##### *Essential Functions*

1. Supports and models behavior to promote the Mission and Core Values of SUB to staff and customers.
2. Develops and maintains professionalism and effective teamwork in the performance of job duties.
3. Demonstrates and models exemplary leadership to all employees.
4. Recognizes contributions and celebrates small and big individual and team accomplishments.
5. Demonstrates caring, respectful and compassionate behavior toward co-workers, customers and vendors.
6. Supports, coaches and counsels staff to ensure a productive and efficient team environment.
7. Provides a positive, inspiring and motivating work environment for staff.
8. Promotes and maintains open and effective communication with staff. Conducts regular and impromptu staff meetings to share information.
9. Assists Manager in the development and tracking of the department annual work plans, programs, staffing and equipment requirements and related budget projections.
10. Participates in interviewing and selecting new employees.
11. Ensures the technical and/or professional expertise of staff is current through training and coaching. Researches and recommends education and training opportunities for staff development.
12. Assists Manager in evaluating individual staff strengths and areas of improvement before assigning tasks. Schedules employee participation in required safety and other training programs.
13. Assists Manager with evaluating the overall operation of the department including: systems, software, productivity, staffing requirements and establishing and achieving department goals.

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14. Assists Manager in identifying and implementing sound, timely and effective solutions to issues and problems. Resolves problems within scope of authority.
15. Promotes participation, cooperation and teamwork within the department. Adjusts leadership style to individual, group and/or situation as needed.
16. With guidance from Manager, conducts Performance Appraisals on schedule as needed and/or required. Monitors and evaluate employee performance. Collaboratively establishes individual goals and performance improvement plans.
17. Assists Manager in developing and reviewing job descriptions as needed.
18. Oversees the Quality Assurance Program. This includes developing training, monitoring phone calls, system processes and given written and oral feedback to staff. Investigates customer complaints.
19. Documents personnel actions according to policies and procedures with the guidance of the Manager and HR Manager.
20. Plans and conducts orientation of new employees.
21. Handles customer issues that cannot be resolved by other staff.
22. Works closely with Manager and IT staff to identify, develop and resolve system and training issues related to SUB's billing and collection systems and quality control. Duties include: assisting in the testing of the systems, developing training criteria, training manuals and new procedures. Assists with documenting procedures and processes as needed. Monitors and proofs approved training and procedures documentation for accuracy and efficiency.
23. Approves overtime according to department procedures.
24. Develops the daily coverage and training schedules to ensure staff coverage and timely training of staff. Approves leave requests and makes adjustments to the schedule as needed.
25. Communicates regularly with Manager about trends and opportunities for service improvements.
26. Processes assigned reports accurately and timely.
27. Participates as a team leader or team member on assigned projects.
28. Troubleshoots customer issues with after-hours personnel.
29. Maintains in depth knowledge of the Customer Service System, procedures and policies. Assists staff with system and equipment issues.
30. Works with Manager on ensuring that legal issues are handled effectively (i.e., collections, policies, subpoenas, etc.)
31. Maintains confidentiality of employee, customer and organizational information.
32. Serves as acting in absence of Manager.

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33. Maintains reliable and predictable attendance.

#### ***Marginal Functions***

34. Represents division and/or SUB's interest at utility, customer, community, or regional meetings or groups.

35. Researches and recommends office equipments and supplies.

*Given the dynamic and challenging environment of the utility industry and our mission to provide exceptional service to our internal and external customers, additional duties and responsibilities, other than those listed in this job description, may be assigned (contingent on labor agreement provisions, if applicable). Your Supervisor will communicate these changes either formally or informally, verbally or in writing.*

#### ***Attributes***

SUB strives to promote a safe, positive and caring work environment. In addition to the above responsibilities, the following attributes are essential to be a successful employee at SUB:

- Being committed to SUB's Mission and Core Values
- Complying with safety practices and policies
- Being professional, honest, courteous and respectful to others in your conduct
- Being responsive to suggestions to improve performance
- Being flexible to adapt to a changing work environment
- Performing as a productive team member
- Being accountable for your own performance, behaviors and contributions
- Taking the initiative to accomplish your responsibilities to the best of your ability

These qualities in our employees ensure that working at SUB is motivating, fun and enjoyable while performing a valuable service to our utility and community.

#### **CO-SUPERVISES WITH THE CUSTOMER SERVICE MANAGER**

- Lead Customer Service Representative, Customer Service Representative, Customer Service Assistant, Administrative Assistant, Office Assistant and temporary staff

#### **MINIMUM QUALIFICATIONS**

##### ***Experience***

- Minimum of six years of credit and/or billing and direct customer service experience
- Minimum of three years supervisory and/or leadership experience
- Utility background preferred

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### *Knowledge, Skills & Abilities*

Demonstrated excellence and competency in the following areas:

- Leadership skills to coach, motivate and inspire staff
- Model positive behavior that promotes effective teamwork
- Staff coaching, guidance and workflow analysis
- Employee recognition and celebration
- Project management
- Problem solving and decision making
- Time management
- Organizational and interpersonal skills
- Communicate effectively orally and in writing
- Intermediate skill level in Microsoft Office software applications
- Billing, credit, customer service and public relations
- Development of new policies and procedures
- Serve as a team leader or team member on various projects
- Proficient in computer systems and accounting fundamentals

### *Education*

- High school diploma or equivalent
- Bachelor's degree in business administration or related field preferred

## **PHYSICAL AND MENTAL REQUIREMENTS**

- **ALERTNESS & CONCENTRATION:** Maintains full alertness and concentration at all times.
- **ABILITY TO DEAL WITH STRESS:** Ability to think and react quickly, calmly and professionally in a stressful situation.
- **VISION:**
  - Far visual acuity:** Sees adequately to drive a vehicle.
  - Near visual acuity:** Reads small print on correspondence, reports, computer screens, labels, numerous other written documents and computer screen.
  - Peripheral vision/depth perception:** Maintains full field of vision in all directions to assess proximity to office furniture and building characteristics.
  - Color vision:** Judges red, green and yellow traffic lights adequately to drive on highways.
- **HEARING:** Hears spoken conversation well in person, and while on the telephone, despite background noise from others in the room or other communication devices in use.

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- **SPEECH: SPEECH:** Speaks loudly and clearly on the telephone and in person to be accurately understood at a distance of 10 feet.
- **STANDING:** Stands on the job varying periods of time depending on the activity.
- **SITTING:** Sits for up to 6 – 8 hours a day.
- **WORKER MOBILITY:** Can change positions frequently, in and out of office furniture.
- **WALKING:** Walks around office (sites). Total walking per shift varies according to assignments. Walking occurs on rugs, hard floors and some outside walking on asphalt.
- **LIFTING/CARRYING:** 0 – 10 pounds – often, 11 – 20 pounds – occasionally, 20+ pounds – seldom. May carry boxes or supplies.
- **PUSHING/PULLING:** Pushing, pulling filing drawer cabinets.
- **REACHING/HANDLING:** Writes and keyboards data, uses 10 key, does data entry, uses computer, lifts occasionally overhead for supplies
- **TWISTING:** Some twisting is required when lifting items or placing in other positions.
- **CLIMBING:** Climbs stairs at various site(s) for business.
- **CRAWLING:** Not usually required.
- **ENVIRONMENTAL FACTORS:** Office environment. Limited exposure to outdoor environment.
- **PRODUCTS AND MATERIALS:** Toner for copier and printers.
- **MACHINE, TOOLS AND EQUIPMENT:** Computer, copier, fax, typewriter and other office type of equipment.