



CLASSIFICATION DESCRIPTION

TITLE: CUSTOMER SERVICE SUPERVISOR **JOB CODE: 15 (Exempt)**

GENERAL DESCRIPTION OF DUTIES

Under general direction, the purpose of the position is to supervise all activities related to customer service, work assisting the public with billing, payment and processing functions of involving a wide variety of municipal service accounts. Employees in this classification function at middle management level, and are responsible for developing and managing policies and procedures to ensure efficient and effective customer service and the collection of payments and various fees. Objective is to ensure accurate and efficient assistance is provided to the general public and business community. Employee performs related duties as directed.

SPECIFIC DUTIES AND RESPONSIBILITIES

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

- Supervises Division Lead and staff level employees including hiring, conducting and reviewing performance appraisals and disciplining.
- Develops and conducts training programs for Customer Service Representatives city wide; coordinates and supervises all customer service functions to ensure the accomplishment of departmental schedules, goals and objectives.
- Responds to inquiries and requests from general public and business community regarding municipal services accounts, through friendly, professional customer service skills, ascertaining the needs of the customer and providing appropriate assistance and information, e.g., Utility, Solid Waste, Fire Inspection, Code Enforcement, Urban Forestry, Utility, Right-of-Way, Public Works and Stormwater.
- Administers billing and delinquent notices; performs reconciliations and adjustments to accounts, all revised assessments, penalty and interest adjustments; controls all account refunds.
- Supervises, cut offs, balancing, edits and posting payments of municipal service accounts; balances monthly reports and analyze adjustments; post payments and prepare deposits.
- Performs routine accounting work of revenues according to generally accepted standard accounting principles, established procedures, departmental guidelines, and regulatory

requirements applicable to the work; balances various bank statements; prepares journal entries; updates general ledger.

- Reviews departmental cash sheets; prepares and balances bank statements and journal entries; updates general ledger.
- Enforces policies and procedures for the billing and collections division to promote maximum office efficiency and effectiveness.
- Answers escalated inquiries and requests from the general public and business community, ascertaining the needs of the customer and providing appropriate assistance and information through friendly, professional customer service skills; responds to escalated customer service issues.
- Develops budgets; prepares various fiscal reports, financial summaries, and consolidation reports; prepares various monthly, quarterly and annual reports.
- Communicates with other departments and public agencies for the dissemination of information.
- Performs related duties as directed.

MINIMUM TRAINING AND EXPERIENCE

Bachelor's Degree in Business or Public Administration or related fields; supplemented by seven (7) years progressively responsible customer service, clerical and cashiering experience, to include a minimum of two (2) years with supervisory responsibility; or an equivalent combination of education, training, and experience.

LICENSES, CERTIFICATIONS OR REGISTRATIONS

Must possess and maintain a valid Florida Driver's License.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to effectively supervise a staff comprised of entry and journey level staff engaged in carrying out departmental functions.
- Ability to understand and follow written and oral instructions.
- Knowledge of business English and spelling.
- Ability to clearly communicate information both verbally and in writing.
- Ability to operate basic office equipment, computer terminals, printers, copy machines and facsimile machines.
- Skill in the principles and techniques of customer service skills; ability to deal diplomatically with irate individuals.

- Ability to access, operate and maintain various software applications. Proficiency in use of Microsoft Excel, Word, PowerPoint, and Outlook required.
- Knowledge of generally accepted accounting principles and funds accounting.
- Ability to perform routine mathematical computations and tabulations accurately and efficiently.
- Knowledge of basic policies and practices of cashiering and conducting currency transactions.
- Ability to read, update and maintain various records and files.
- Ability to understand and follow pre-established department and City policies and procedures.
- Ability to interpret a variety of instructions in written, oral, diagram, or schedule form.

PHYSICAL REQUIREMENTS

- While performing the essential functions of this job the employee is regularly required to stand, walk, use hands to finger, handle, or feel, reach with hands and arms, climb or balance, stoop, kneel, crouch, or crawl, and lift and/or move up to 10 pounds. Some tasks require visual abilities. Requires oral communications ability.

The City of Palm Coast, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, The City of Palm Coast, Florida will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.