

## CUSTOMER SERVICE SUPERINTENDENT

### **SUMMARY:**

Under general guidance, performs complex administrative and supervisory duties in coordinating central operations to include field and customer service office activities, meter shop, and utilities dispatch operations; and performs related duties as assigned.

**ESSENTIAL FUNCTIONS:** *(Essential functions, as defined under the Americans with Disabilities Act, may include the following tasks, knowledge skills, and other characteristics. This list is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by incumbents of this class.)*

**DUTIES AND RESPONSIBILITIES:** *(which are **not** in any hierarchical order)*

1. Facilitates communication and daily coordination between field and customer service office staff.
2. Oversees operations to assure work flow is prioritized appropriately.
3. Supervises the activities of assigned staff in customer service, utility billing, backflow prevention, meter shop operations, and utilities dispatch operations. Interviews and makes recommendations on personnel issues, completes performance appraisals and counsels employees on performance related issues.
4. Evaluates workload, assignments, and resolves interpersonal conflicts among staff.
5. Schedules employees, assigns work and monitors its progress. Guides and develops employees in the accomplishment of their duties.
6. Supervises and participates in the investigation and resolution of customer complaints.
7. Prepares and monitors annual operating and capital budgets.
8. Develops policies, procedures, ordinances and RFP's related to areas of responsibility.
9. Oversees special projects as needed.
10. Actively promotes the City's safety programs and ensures workers follow established safety practices.

### **KNOWLEDGE, SKILLS AND ABILITIES:**

- Knowledge of practices, processes and procedures associated with water service, metering and backflow prevention.
- Knowledge of Occupational Health and Safety regulations and of occupational hazards and necessary safety precautions applicable to maintenance and repair work.
- Knowledge of standard office procedures and practices.
- Knowledge of practices and procedures of customer service and complaint resolution.
- Knowledge of budget preparation, monitoring and administration.
- Skill in supervising, evaluating, training and motivating employees.
- Skill in scheduling and prioritizing manpower and projects.
- Skill in using common office equipment including computers and standard application software.
- Ability to communicate effectively, both orally and in writing.
- Ability to establish and maintain effective working relationships with those contacted in the course of work.

**PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT:** Work involves driving and sedentary work in an office setting. There is frequent need to stand, stoop, walk, sit, lift light objects (up to 10 pounds), and perform other similar actions during the course of the workday. The City of West Palm Beach promotes a drug/alcohol-free work environment through the use of mandatory pre-employment drug testing.

**MINIMUM QUALIFICATIONS:** Bachelor's degree from an accredited college or university with a major in Business Administration or a related field and five (5) years experience in utilities, customer service or billing operations, including one (1) year in a supervisory capacity, or any equivalent combination of training and experience. A valid Florida Driver's License is required. Possession of Backflow Tester and Backflow Manager certificates or the ability to obtain within a reasonable time after accepting employment with the City.