

CITY OF ARCADIA

PUBLIC WORKS CUSTOMER SERVICE/ADMINISTRATIVE SUPERVISOR

DEFINITION

Under general supervision of the Public Works Services Director, to plan, organize, and manage the work of personnel assigned to Public Works Customer Service and Utility Billing; to supervise the processing of customer service orders and payments, to respond to and resolves complex customer service problems; to supervise the maintenance of Public Works records; to assists with budget preparation; to recommend programming modifications to meet departmental requirements; to perform a variety of highly responsible, complex, and specialized administrative functions in support of the Department Director and management staff; to provide administrative assistance in assembling, compiling, and summarizing information for department reports and projects; and to process professional services agreements, contracts, and capital improvement projects for the department.

SUPERVISION EXERCISED

Will exercise technical and functional supervision over customer service and utility billing personnel.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Assume full management responsibility for all personnel assigned to Public Works Customer Services and Utility Billing.

Manage, assist, and assign tasks and responsibilities to Customer Service and Utility Billing personnel on a regular basis.

Train and evaluate customer service personnel; evaluate practices and processes to make recommendations to improve efficiencies of customer service interface; facilitate the resolution of problems encountered by residents, customers, and business owners.

Monitor progress or status of assigned projects and tasks to ensure productivity and quality of performance.

Review current procedures to ensure procedures and policies are within legal guidelines.

Manage and assist in the development of the water utility billing system.

Assist the Public Works Services Director with long-range planning and Customer Service and Utility Billing functions and recommends billing system modifications when necessary.

Act as liaison between Department Director, administrative staff, city officials, department, and city administrative personnel, visitors, and the public.

Oversee Department payroll, outgoing correspondence, and bid documents.

Act as liaison between contractors, insurance companies, and the City for the execution of contracts and agreements for the department.

Participates in the departmental formation of policies and procedures regarding Customer Service functions.

Prepare, coordinate, and process agenda reports, ordinances, resolutions, and professional service agreement contracts for the department.

Prepare and coordinate request for proposals, request for qualifications, contracts, and capital improvement project contracts for the department.

Relieve Department Director of a variety of administrative details; independently respond to routine letters and general correspondence; compose and prepare letters, memoranda, and reports pertaining to standard policies, prepare employee injury reports and personnel action forms.

Research, compile, and analyze data for assigned special projects and reports.

Responsible for oversight of water service establishments, interruption, and termination.

Receives and responds to inquiries, complaints, and service requests and/or directs them to the proper personnel or departments for resolution.

Participates with preparation and development of the Public Works Budget.

Keeps records and prepares reports regarding Customer Service and Utility Billing departments, achieving goals and objectives.

Resolves more difficult consumer relations situations, involving upset and dissatisfied customers, requiring a high degree of sensitivity and use of sound independent judgement.

Makes recommendations for approval or disapproval of vacations and leave requests for personnel and maintains control of all leave request to provide constant customer service coverage.

Prepares employee performance and development of plans.

Perform a variety of administrative tasks such as composing correspondence to customers utilizing proper English, grammar, spelling and punctuation; prepare bills for mail outs and type a variety of forms and letters accurately.

Serve as primary contact point for Public Records Requests by coordinating, collecting, and compiling required documents to be submitted to City Attorney and/or City Clerk's Office; organize the flow of communication through the assigned office with City staff, news media, the general public, businesses, and other agencies.

Assist and coordinate a variety of department and program operations; maintain control files on matters in progress and expedite their completion; serve on committees as assigned.

Initiate and maintain a variety of files and records for information related to the department and programs including financial, budget, personnel, operational and administrative records; maintain and update resource materials.

Operate modern office machines and equipment including word processors, typewriters, printers, copiers, calculators, fax machines, routinely use a full range of word processing and spreadsheet computer software applications.

Order, receive, inventory, store, and distribute supplies, forms, and related items; prepare purchase orders, contact vendors and suppliers as needed; maintain related records.

Attend and participate in staff meeting and related activities, attend workshops, conferences, and classes to increase professional knowledge.

OTHER JOB-RELATED DUTIES

Perform related duties and responsibilities as assigned.

JOB RELATED AND ESSENTIAL QUALIFICATIONS

Knowledge of:

Office management principals.

Principles and practices related to Customer Service area of responsibility regarding the establishment and maintenance of services, budget development, and administration.

Uses, requirements, and limitations of computerized utility billing, service information systems, and other technology supporting meter reading, customer accounting, collections, and credit card processes.

Consumer service procedures and the handling of complaints.

Organizational and management practices as applied to the analysis and evaluation of programs, policies, and operational needs.

Modern office procedures, methods, and equipment including computer equipment and applicable software programs.

Word processing methods, techniques, and programs, including spreadsheet and data base applications.

Personnel rules and regulations.

Municipal purchasing regulations, professional services retention guidelines, and standard specifications for construction contracts.

Principles of supervision, training, and performance evaluation.

Principles and practices of modern administrative support.

Operations and functions of municipal government.

Skill to:

Operate modern office equipment and communication tools used for business functions and program, project, and task coordination, including computers and software programs relevant to work performed.

Utilize a variety of word processing, spreadsheet, and software applications, including billing and financial systems.

Resolve customer service problems tactfully and effectively.

Ability to:

Operate office equipment including computer, software, and multi-functional copiers.

Perform a variety of difficult and sensitive Customer Service functions regarding utility billing.

Provide supervision, training, work development, and performance and development plans for Customer Service and Utility Billing personnel.

Plan, organize, coordinate, and direct a variety of difficult and sensitive Consumer Service functions of the Public Works Services Department.

Research and interpret laws and regulations to assure compliance with water service requirements.

Gather and analyze data for special reports and studies.

Skillfully use computerized billing and customer information systems and software.

Analyze and evaluate customer complaints.

Coordinate Customer Service functions and Utility Billing functions with other City functions and services.

Interpret and apply the policies, procedures, laws, codes, and regulations pertaining to

assigned programs and functions.

Analyze problems, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.

Research, collect, compile, and analyze information and data.

Handle multiple concurrent projects and manage priorities and tasks.

Apply accounting principles to the maintenance of general governmental financial and accounting transactions and audit of financial records.

Perform comparisons of data quickly and accurately.

Respond to questions from the public and City personnel regarding policies and procedures for assigned area.

Plan and organize work to meet schedules and deadlines.

Communicate clearly and concisely, both orally and in writing.

Understand and follow verbal and written directions

Establish, maintain, and foster positive and cooperative working relationships.

Minimum Qualifications:

Any combination of education and/or experience that has provided the knowledge, skills, and abilities necessary for successful job performance is qualifying. An example would be:

Experience:

5 years of increasingly responsible related office and supervisory experience.

Training:

Equivalent to the completion of the twelfth grade supplemented by course work in management, public administration, business administration, office practices, or a related field.

Special Requirements:

Essential duties require the following physical skills and work environment:

Ability to work in a standard office environment; ability to travel to different sites and locations.

Effective Date: June 7, 2022