

CUSTOMER SERVICE SUPERVISOR

PURPOSE AND NATURE WORK

Positions in this class are responsible for the supervision of personnel who provide customer service for Lafayette Utilities System (LUS) or the Communications System Department. Supervises and participates in the timely, efficient, and error free processing of large numbers of transactions necessary to provide electric, water, wastewater, telecommunications, and garbage services to customers as well as to process various assessments as required by municipal ordinance. Assists with various administrative projects intended to increase the efficiency and productivity of Customer Services.

Each incumbent may have supervisory responsibilities for Customer Service Representative I's, CSR II's, Utilities CSRs, Communications CSRs, and/or Cashiers, and works under the direction of the Customer and Meter Services Administrator or the Communications Support Services Administrator.

ILLUSTRATIVE EXAMPLES OF WORK (Note: These examples are intended only to illustrate various types of work performed by incumbents of this class. All of the duties performed by an incumbent may not be listed, nor does any one incumbent necessarily perform all of these duties.)

Trains, supervises, and assists personnel in the Customer Services Divisions of LUS or LFT Fiber who process requests for utilities or telecommunications services, security deposits, letters of credit, unpaid balances, bill adjustments, billing problems, and payments; and who process property taxes, sewer and paving permits, and lighting payments. Handles escalated calls and difficult customer contact, NSF checks, and/or complex bill adjustments. Monitors customer service center metrics, analyzes the quality of customer service, and devises training materials and methods to remediate weaknesses and enhance strengths. Sets goals for customer service centers and measures attainment. Prepares reports for management on call center performance and other relevant division data. At LUS, provides direction and goals to Utilities CSRs to ensure efficiency of the customer service centers. Recommends enhancements to billing or payment methods for delivery of improved service to customers. Provides ideas and input on procedures and software to increase the performance of the division and improve efficiency. Assists CS Management with resource management concerning personnel, call volume, software, events, emergencies, public messaging, etc. Manages the apprenticeship program for UCSRs. Creates and presents training materials. Keeps abreast of industry standards and changes and helps to adapt policies and procedures as needed.

Performs related work as required.

NECESSARY KNOWLEDGE, ABILITIES AND SKILLS

Considerable knowledge of the materials and methods in Customer Service and Lafayette Utilities System or LFT Fiber.

Considerable knowledge of applicable municipal, state, and federal laws related to collection of revenue for taxes, telecommunications, and utilities services.

Knowledge of industry standards and changes to them.

Knowledge of basic bookkeeping or accounting and ability to perform mathematical computations accurately.

Knowledge of operating characteristics of personal computers and ability to utilize several applications simultaneously.

Ability to train, supervise, and objectively evaluate the performance of employees engaged in customer service or sales work.

Ability to devise and implement innovative solutions to improve efficiency of procedural tasks for division, staff, and customers.

Ability to establish and maintain effective relationships with employees and general public.

DESIRABLE EDUCATION AND EXPERIENCE

Completion of high school with supplemental college level course work in accounting or business administration and considerable customer service experience in a utilities or telecommunications setting with increasing responsibility in supervision of staff; or an equivalent combination of education and experience.