



**CITY OF GRANTS PASS, OREGON
CLASS SPECIFICATION**

**CUSTOMER SERVICE
SUPERVISOR**

FLSA Status : Exempt
Bargaining Unit : Non-Bargaining
Salary Grade : UC6

CLASS SUMMARY:

The Customer Service Supervisor is a working supervisor in a five level Accounting Series. Incumbents are working supervisors overseeing utility daily operations and customer service including account processing, reviewing reconciliation/balancing processes, and complaint and process improvement resolution.

Incumbents perform the full range of supervisory duties including directing work, training and coaching, discipline, and performance evaluation of subordinates.

The Customer Service Supervisor is distinguished from the Accounting Supervisor by its focus on serving as a working supervisor for customer service and utility billing functions specifically.

CORE COMPETENCIES:

- ***Integrity/Accountability:*** Conducts oneself in a manner that is ethical, trustworthy and professional; demonstrates transparency with honest, responsive communication; behaves in a manner that supports the needs of Council, the citizens and co-workers; and conducts oneself in manner that supports the vision and goals of the organization taking pride in being engaged in the community.
 - ***Vision:*** Actively seeks to discover and create ways of doing things better using resources and skills in an imaginative and innovative manner; encourages others to find solutions and contributes, regardless of responsibilities, to achieve a common goal; and listens and is receptive to different ideas and opinions while solving problems.
 - ***Leadership/United:*** Focuses on outstanding results of the betterment of the individual, the organization and the community; consistently seeks opportunities for coordination and collaboration, working together as a team; displays an ability to adjust as needed to accomplish the common goal and offers praise when a job is done well.
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ESSENTIAL CLASS DUTIES: These duties are a representative sample; position assignments may vary.

- Directs and manages utility billing and customer service daily activities including problem resolution, task assignments, subordinate hiring, discipline, instruction and work review.
- Inputs and processes new system accounts, performs quality assurance, implements internal policies and controls, and financial analyses for projects and reports.
- Trains staff related to policies and procedures, software applications, productivity enhancement and supervises the preparation of reconciliation and balancing processes.

*Employees of the City of Grants Pass uphold the values of
Integrity, Vision, Accountability, Leadership, United and Excellence in our service to our community.*

- Share information and collaborates with other City departments to advance projects and to coordinate accounting with functions such as water distribution and community development.
 - Performs other duties of a similar nature or level.
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Training and Experience (positions in this class require):

A Bachelor's Degree in Accounting or a related field, and three years of directly-related experience including one year of supervisory experience are required; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above.

Licensing Requirements (positions in this class require):

- None
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Knowledge (positions in this class require):

Knowledge of:

- Accounting principles and practices;
 - Accounting and related software programs;
 - Public finance and budgeting;
 - Effective and efficient public relations;
 - Conflict resolution;
 - Educational methods and instructional techniques;
 - Personnel policies and procedures and labor contract provisions;
 - Personal computers and related software programs;
 - Applicable City policies and ordinances; and,
 - Applicable Federal, State, and local laws, rules and regulations.
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Skills (positions in this class require):

Skill in:

- Processing/reconciling cash, accounts receivable and payable;
 - General ledger maintenance;
 - Budget analysis and support;
 - Financial report preparation;
 - Using a computer and related software applications;
 - Public speaking and presentation;
 - Providing positive, effective leadership and supervision to staff;
 - Appropriate and effective independent decision making;
 - Supervision of staff;
 - Maintaining confidentiality;
 - Communication, interpersonal skills as applied to interaction with coworkers, supervisor, the general public, etc. sufficient to exchange or convey information and to receive work direction.
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Physical Requirements:

Positions in this class typically require: talking, hearing, and seeing, fingering and repetitive motion.

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.

Positions in this class require regular attendance and punctual employee presence. Incumbents may be required to work hours in excess of a 40-hour workweek, attend evening meetings and travel.

Note:

The above job description is intended to represent only the key areas of responsibilities; specific position assignments will vary depending on the business needs of the department. When job duties and responsibilities change and develop, this job description will be reviewed and is subject to change based on business needs of the City.

Classification History:

Adopted by Council July 2, 2008, Resolution No. 5379
Revised June 22, 2018