

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
ASSISTANT CUSTOMER SERVICES SUPERVISOR - 1137

DEFINITION:

Under direction, to assist in planning, coordinating, and administering the City's water and sewer customer services activities; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Assists in planning, coordinating, and administering water and sewer billing, collection, service, records, field investigation, meter reading, and delinquent account functions;
- Assists in reviewing, interpreting, and recommending changes to the Municipal Code pertaining to water and sewer services;
- Assists in establishing and revising work programs and schedules;
- Plans, implements, and coordinates an employee training program for customer service activities;
- Develops and outlines a detailed procedural training manual for customer service employees;
- Assists in reviewing, interpreting, and recommending changes to the Municipal Code pertaining to water and sewer services, departmental rules, regulations, and policies;
- Interprets department and division policies and procedures pertaining to customer service functions;
- Contacts customers on payment and abnormal water use problems;
- Resolves difficult and sensitive public relations issues;
- Supervises, trains, and evaluates the work performance of subordinates.

MINIMUM QUALIFICATIONS:

Please note: the minimum qualifications stated below are a guide for determining the education, training, experience, special skills, and/or license which may be required for employment in the class. These are re-evaluated each time the position is opened for recruitment. Please refer to the most recent Job Description for updated minimum qualifications: <https://www.governmentjobs.com/careers/sandiego/classspecs>.

Two years of full-time experience performing supervisory duties in a customer service function. Qualifying experience must include the full range of supervisory responsibility for employee selection, training, evaluation, commendations, and discipline.

- * EXAMPLES OF DUTIES performed by employees in this class. The list may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.**