

CLASS SPECIFICATION
SAN DIEGO CITY CIVIL SERVICE COMMISSION
CUSTOMER SERVICES SUPERVISOR – 1393

DEFINITION:

Under general direction, to plan, direct, and administer the City's water and sewer customer service activities; and to perform related work.

*** EXAMPLES OF DUTIES:**

- Plans, coordinates, and implements the water and sewer billing, collection, service, records, field investigation, meter reading, and delinquent account functions;
- Analyzes the efficiency and effectiveness of utility service activities;
- Plans and directs the development and implementation of major program changes;
- Administers system redesigned adjustments, updating customer record information and accounting methods;
- Establishes and revises work methods and schedules in keeping with recent developments of customer service functions;
- Reviews, interprets, and recommends changes to City municipal code and ordinances pertaining to utilities policies;
- Performs complex and specialized utilities projects and recommends policy changes;
- Develops and maintains status of field investigation requests;
- Resolves difficult and sensitive accounting and public relations problems;
- Coordinates data processing requirements;
- Prepares, justifies, and administers the section budget;
- Selects, 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>.

Three years of full-time experience performing supervisory duties in a customer service function. Qualifying experience must include the full range of supervisory responsibilities 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.**