

CLASS SPECIFICATION

SAN DIEGO CITY CIVIL SERVICE COMMISSION

CUSTOMER SERVICES SUPERVISOR

DEFINITION:

Under general direction, to plan, direct, and administer the City's water and sewer customer services 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;
- Resolves difficult and sensitive accounting and public relations problems;
- Coordinates data processing requirements with Data Processing Department;
- 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 Announcement for updated minimum qualifications.

Three years of supervisory experience including at least one year supervising utility customer service function.

- * **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.