

**CITY OF STUART  
JOB DESCRIPTION**

**Title:** CUSTOMER SERVICE SUPERVISOR  
**Department:** Utilities Financial Services  
**Job Code:** 3040  
**Grade:** S14  
**Exempt Status:** Exempt

**CHARACTERISTICS OF THE CLASS**

Under the direction of the Assistant Financial Services Director and the general direction of the Financial Services Director, incumbent provides technical clerical support and service to the utilities financial divisions. Supervision is exercised over the subordinate staff. Work is performed with a professional working knowledge of utility accounting practices. Work is reviewed through observation, oral and written reports and for adherence to established policies and procedures of department rules.

**EXAMPLES OF ESSENTIAL FUNCTIONS**

1. Supervises employees in the customer service division of the Utilities Financial Services department, through coordination of activities of reading meters, billing and cash receipting.
2. Interprets rules, regulations, technical manuals, local, and Federal state laws regarding utilities and provides instruction and supervision to employees of the division.
3. Responds and provides, in various forms, information to the public, i.e., with professional telephone techniques, business correspondence and/or in person regarding meter readings and water consumption.
4. Maintains accounts including establishing new, closings and recording data in the computer.
5. Compiles data reports including utility spreadsheet for incoming revenue and maintains account balances.

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continued**

6. Operates various office equipment including computer, adding machine, copier, facsimile machine and telephone.
7. Responsible for department clerical records including accounts receivable billing, and filing.

NOTE: The examples of essential functions as listed in this classification specification are not necessarily descriptive of any one position in the class. The omission of an essential function of work does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

**REQUIREMENTS**

**A. Training and Experience:**

High School Diploma or GED supplemented by three (3) years supervisory clerical experience; or an equivalent combination of training and experience.

Possession of a valid Florida Driver License is required.

**B. Knowledge, Abilities and Skills:**

Knowledge of modern office terminology, methods, practices and procedures.

Ability to supervise, train and instruct staff.

Ability to understand oral and written instructions.

Ability to establish and maintain effective working relationships with fellow employees, superiors, and the general public.

Ability to conduct oneself professionally in dealing with the public.

Skill in using Microsoft Excel, Word and other similar software; skill in using utility billing and cash receipting software.

Skill in the operation of modern office equipment.

**C. Physical Requirements:**

Task involves regular physical effort in standing, sitting, walking, bending, stooping, reaching, pulling, pushing, stretching, and frequent moderate lifting (30+ pounds); with standard dexterity in the use of fingers, limbs, or body in the operation of office equipment. Task may involve extended periods of time at a keyboard.

**D. Environmental Requirements:**

Task is regularly performed without exposure to adverse environmental conditions.

**E. Sensory Requirements:**

Task requires color perception and discrimination.  
Task requires sound perception and discrimination.  
Task requires texture perception and discrimination.  
Task requires visual perception and discrimination.  
Task requires oral communications ability.

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Approved: \_\_\_\_\_ Date: \_\_\_\_\_  
Human Resources Director

Approved: \_\_\_\_\_ Date: \_\_\_\_\_  
Financial Services Director

Received by: \_\_\_\_\_ Date: \_\_\_\_\_  
Employee