

# Customer Service Supervisor

## Grade 8

### Position Summary:

This is a supervisory position responsible for financial reporting, account analysis, and daily operations of the Finance Department Customer Service Area. Work involves performing accounting, supervising customer service, and assisting in financial administration. Work is performed under the general supervision of the Deputy Director of Finance and reviewed in a general manner on the basis of results obtained.

### Job Functions:

#### Essential Job Functions:

- Manages customer service clerical staff including prioritizing projects, maintaining changes in work schedule, training staff and scheduling for absences and/or peak periods.
- Coordinates and supervises City tax collections, utility bills, and other receipts.
- Resolves customer complaints.
- Processes accounts receivable invoices and monitors collections.
- Initiates and monitors the collection procedures for NSF checks and delinquent accounts.
- Oversees collection of monthly mobile home fees.
- Monitors and processes bankruptcies for accounts held by the Finance Department.
- Performs accounting for Business Improvement District (BID).
- Performs periodic internal audits of cash collection areas throughout City facilities. Ensures that reported cash balances are correct and proper internal controls are in place and being followed. Report results of audits to the appropriate management personnel.
- Compiles quarterly billings for City departments and prepares summary journal entry to recognize applicable expenses in the department's budgets.
- Monitors automated independent subsystems (cash receipting, general ledger, internet) to assure data is accurate.
- Coordinates and/or assists in financial projects.
- Assists in the preparation of the annual City Budget.

- Develops spreadsheet applications to meet audit requirements and management analysis.
- Maintains regular punctual and predictable attendance, works extra hours as required.

#### **Other Job Functions:**

- Prepares letters, reports, tables and other correspondence from copy or hand written materials, rough drafts, verbal instructions and independent composition.
- Other duties as assigned.

#### **Requirements of Work**

Bachelor's degree in Accounting, Business or related field, three to five years business setting experience preferably in municipal government, one to three years supervisory experience, or equivalent combination of education. Experience and training which provides the following knowledge, abilities and skills:

- Ability to effectively supervise and manage staff.
- Ability to work independently with a high degree of initiative and self-motivation requiring planning, scheduling, coordination of tasks/resources and problem solving.
- Ability to coordinate and handle a variety of programs and activities within the time frame required.
- Ability to establish and maintain effective working relationships with other employees and the public and to deal with public relations problems courteously and tactfully.
- Thorough knowledge of collection policies and procedures.
- Thorough knowledge of cash handling, receipting and reconciling procedures.
- Ability to work accurately under pressure and meet deadlines.
- Ability to communicate effectively, orally and in writing with people at various levels both within and outside the organization.
- Ability to maintain confidentiality of sensitive materials, records and conversations.
- Knowledge of principles and practices of accounting, budgeting and finance in municipalities.
- Ability to maintain financial records and accounts.
- Ability to prepare financial reports.
- Ability to assist in various aspects of budget preparation.

- Proficient in Microsoft Excel, Microsoft Word and Accounting software programs.
- Ability to stand or sit for prolonged time period.
- Ability to work at a computer for sustained periods of time.
- Ability to sustain prolonged visual concentration.
- Ability to bend, reach and lift up to 25 pounds.