

Customer Service Supervisor

DEPARTMENT: Customer Service
SCHEDULE: Monday-Friday, 8:00am-5:00pm

PAY GRADE: 6

JOB SUMMARY:

The Customer Service Supervisor manages the Customer Service Department to ensure the proper administration of service is provided to all customers. This position directs, investigates and resolves, in a timely manner, customer requests/complaints and emergency events related to water service issues and/or billing inquiries. Additionally, this position ensures regulatory compliance and efficient operations of the District.

JOB DUTIES:

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions of this position.

- Manages the workload, assignment, efficiency and quality of work of the Customer Service Field Representatives, Meter Shop and company courier
- Manages the meter shop change out program, meter read schedule, meter testing and meter pit upgrades
- Manages the Customer Service daily customer inquiries, delinquent account notification and disconnection program, including disconnects for the Sanitation District
- Manages inventory and contracts related to the department to ensure proper administration
- Manages and ensures compliance of regulatory bodies
- Develops, manages and administers department annual budgets
- Manages and coordinates with multiple agencies for the testing of interconnects
- Reviews and makes recommendations on insurance claims related to water and/or property damage
- Writes, reviews, and gives performance evaluations
- Builds mutually beneficial relationships with professional organizations and external stakeholders
- Reviews and/or approves weekly timecards to ensure proper administration of pay, recordkeeping and service call reports
- Conducts monthly staff meetings
- Prepares Board communications and makes presentations at Board meetings as needed
- Coordinates projects/programs with other departments
- Ensures compliance of company policies, including but not limited to safety concerns and incident reporting
- This description describes only the core areas of responsibilities; specific position assignments will vary depending on the needs of the department

Required Education and Experience

- High School Diploma/GED; Associates Degree in related area preferred
- 5 years of customer service experience
- Supervisory experience preferred
- Knowledge of water systems preferred
- General knowledge of budgets

LICENSING/CERTIFICATIONS:

- Valid driving license

Additional Skills

- Ability to maintain effective, fair, cooperative, collaborative and respectful relationships with internal and external colleagues, peers, work teams and workgroups
- Ability to gain working knowledge of the entire distribution system
- Ability to interrupt, understand and administer regulations
- Ability to supervise and direct others
- Ability to work with various computer software
- Ability to create specialized reports and correspondence and to speak effectively before groups of customers or employees

Work Environment and Physical Demands

This job primarily operates in a climate-controlled environment but some time may be spent in the field which is subject to various weather conditions. Works with equipment such as computer, copy machine, fax, and phones. Frequently required to sit, stand, walk, and reach for objects. The position requires manual dexterity; auditory and visual skills; and the ability to follow written and oral instructions and procedures. There is no regular travel expected for this position.

Other Duties

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.

TO APPLY:

If you have an interest in the above named position, and you meet the listed qualifications, please complete and submit an application form which is available at www.nkywater.org or in person at 2835 Crescent Springs Road, Erlanger, KY 41018. Applications may be submitted by email to hr@nkywater.org or mailing to 2835 Crescent Springs Road, Erlanger, KY 41018.

**The Northern Kentucky Water District is an Equal Opportunity
Employer/Minorities/Females/Disabled/Veterans.**

Posting Date: April 6, 2018