



CLASS SPECIFICATION

3-13-08 COMMERCIAL SERVICE SUPERVISOR, 1213

Summary of Duties: A Customer Service Supervisor assigns, reviews and evaluates the work of a group of various levels of Customer Service Representatives and clerical staff engaged in customer service office work requiring considerable customer contact by phone, in person and via the Internet to address issues dealing with billing and collection of customer accounts and service requests in the Customer Service Division in the Department of Water and Power; independently performs difficult customer service-related work, communicates directly with customers to resolve disputes, and may independently manage a Customer Service Center in the community; will handle supervisory tasks which include but are not limited to conducting interviews and recommending disciplinary actions; applies sound supervisory principles, techniques and employee development processes in building team work and maintaining an effective and safe work force; and fulfills equal employment opportunity responsibilities.

Distinguishing Features: A Commercial Service Supervisor supervises employees performing routine as well as complex clerical work in a service center or in various units of the Customer Service Division. An employee of this class is responsible for the efficiency and effectiveness of the work performed and must use considerable independent judgment in interpreting and applying department and division policies and procedures, and handling personnel and clerical problems. The position involves a considerable amount of public contact. An employee of this class may independently perform the more difficult and complex assignments in addition to supervising the unit.

Examples of Duties:

- Assigns and reviews work of subordinates;
- Arranges working schedules, vacations, and time off;
- May personally perform a variety of complex clerical tasks, particularly in connection with relationships with the public;
- Supervises clerical employees engaged in receiving and executing orders from customers for electric and water service, inputting recording information on personal computers, obtaining customer service information, updating data files, and posting billing data files through personal computer systems, posting billing adjustments, preparing bills for mailing, receiving mail collections, posting payments and maintaining customers' accounts receivable ledgers, initiating the preparation of bills and delinquent notices, furnishing billing and service information to customers, collecting bills and authorizing extensions of time on delinquent accounts in accordance with established policies, checking delinquent accounts in accordance with established policies, checking delinquent bills for payment and issuing orders for service to be disconnected for nonpayment of bills;
- Supervises or independently operates a customer service center or assists in the

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supervision of a district office engaged in accepting applications for service, determining credit status, collecting payments, making refunds and adjustments, preparing and maintaining records, banking duties including cash handling and balancing funds, and receiving complaints and answering questions from customers;

- Trains subordinates in job duties and customer relation techniques; fulfills supervisory equal employment opportunity responsibilities;
- Handles supervisory tasks which include but are not limited to conducting interviews and recommending disciplinary actions;
- Analyzes clerical procedures, recommends improvements, and prepares manuals of standard practice;
- Studies cost reports and prepares reports on budgetary needs;
- Supervises the distribution of costs to functional and organizational accounts;
- Prepares statistical reports, and various correspondence; and
- May occasionally be assigned to other duties for training purposes or to meet technological changes or emergencies.

Qualifications: Incumbents must have the following knowledge and abilities:

Knowledge of:

- The functions, organization, policies, practices, procedures, rules and regulations of the Customer Service Division relating to the furnishing of utility services;
- Safety principles and practices;
- The principles and techniques of office administration and supervision;
- The electric and water rate schedules of the Department of Water and Power;
- Credit and collection practices;
- Memoranda of understanding as they apply to subordinate personnel;
- Credit collection practice;
- Laws and regulations related to equal employment opportunity;
- The procedures and practices of budget preparation and personnel management;
- The use of data processing equipment;
- Public relations practices; and
- City personnel rules, policies and practices.

The ability to:

- Write clear and concise reports; and
- Deal tactfully and effectively with employees and the public.

Requirements:

Two years of full-time paid experience with the City of Los Angeles as a Customer Service Representative, Commercial Field Representative, Senior Commercial Field Representative, Electric Service Representative or Water Service Representative.

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Persons with disabilities may be able to perform the essential duties of this class with reasonable accommodation. Reasonable accommodation will be evaluated on an individual basis and depend, in part, on the specific requirements for the job, the limitations related to the disability, and the ability of the hiring department to accommodate the limitation.

As provided in Civil Service Commission Rule 2.5 and Section 4.55 of the Administrative Code, this specification is descriptive, explanatory and not restrictive. It is not intended to declare what all of the duties and responsibilities of any position shall be.