

## UTILITIES SERVICE SUPERVISOR

### NATURE OF WORK

This is responsible work supervising customer service work and the billing section for the municipal utility department.

Work involves responsibility for the efficient and orderly performance of such customer service activities as complaint investigation, meter reading, meter route planning and commercial plan reviews and approvals. Work also includes providing general supervision in the billing section to maintain revenue flow. Work includes the development and installation of new and improved field and clerical procedures and the training of personnel in work processes. Work is performed under the general supervision of an administrative superior who reviews work through conferences, reports, and results achieved. Supervision is exercised over subordinate staff providing customer services in the office and field.

### EXAMPLES OF WORK PERFORMED

Supervises field employees providing customer services of meter reading, damage investigation, delinquent account follow-up, customer complaint investigation and water service turn-ons and turn-offs.

Oversees redistricting and meter routing including the assignment of service account numbers.

Supervises and handles the supervision of the more difficult complaints and authorized adjustments.

Prepares and oversees delinquent collections; writes delinquent notices; confers with plumbers concerning new water installations and the location of water services.

Oversees the implementation and maintenance of a computerized customer billing and collection system.

Rebases sewer accounts as a result of adjustments due to discovered leakage; checks on newly installed sewer deductible meters.

Reviews commercial and residential building plans to ensure correct metering and adequacy of mains or sewers.

Performs related work as required.

### DESIRABLE KNOWLEDGE, ABILITIES AND SKILLS

Thorough knowledge of the policies and procedures of the division with respect to collections and customer service.

Thorough knowledge of modern office management practices and record maintenance procedures applicable to utility accounting work.

Considerable knowledge of the principles, practices, and methods of utility and governmental accounting.

Ability to interpret the Lincoln Municipal Code as it relates to review and approval of commercial building plan reviews and service taps to the Lincoln water and wastewater systems.

Ability to plan, organize, supervise and evaluate the work of clerical and field customer service employees.

Ability to establish and maintain effective relationships with subordinates and public officials and to deal tactfully with the general public and water and wastewater service customers.

#### MINIMUM QUALIFICATIONS

Graduation from an accredited four-year college or university with major coursework in business administration, accounting or related field plus two years of experience in the supervision of billing and collection activities; or any equivalent combination of training and experience that provides the desirable knowledge, abilities and skills.

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