



## **CITY OF SANTA CRUZ UTILITY SUPERVISOR**

**Reports to:** Customer Service Manager  
**Supervises:** Utility Service Representatives, Utility Service Field Specialists, Utility Account Specialists and temporary utility staff  
**Bargaining Unit:** Supervisory

### **BASIC FUNCTION**

Under general supervision of the Customer Service Manager, plans and coordinates the operations of the utility customer service office (including water, refuse and sewer); supervises on-line billing system; develops and maintains utility billing procedures and work load assignments; performs related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is the full supervisory level class in the Utility Customer Service series. The Utility Supervisor provides highly responsible administrative and technical support to management, and is responsible for the full supervision of a customer service operation. The Utility Supervisor class is distinguished from the Utility Account Specialist in that the latter is the advanced journey-level class in the Utility Customer Service series and is considered the technical expert of the series.

### **TYPICAL DUTIES** (*Duties may include, but are not limited to the following*):

- Supervises , assigns, and reviews the work of staff; selects, trains, evaluates, counsels, and disciplines subordinate staff in the use and knowledge of standard services and special programs, procedures, and customer service expectations.
- Oversees computerized on-line utility billing system; maintains the system, consults with Information Technology group improvements, changes and problems.
- Analyzes billing and work procedures used by the office; designs and implements changes and revisions as necessary, coordinating with Information Technology, Finance and other departments.
- Edits daily, weekly and monthly computer reports for billing accuracy and control.
- Coordinates services and resolves problems with other sections in the Department and other departments (sanitation, and sewer maintenance divisions).
- Authorizes utility billing corrections and adjustments in accordance with City Code
- Advises customer service staff on problems, errors or unusual situations; responds to the more complex customer complaints or problems related to services or billing.
- Develops training programs and coordinates cross-training for customer service staff
- Develops and implements safety programs for customer service staff.
- Assists in preparing and monitoring the budget, processing purchase requisitions and invoices, compiling various reports.
- Assists in planning goals, objectives, procedures and work standards for the section
- Researches and composes correspondence for related utility business, prepares reports and

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- newsletters.
- Interprets codes, ordinances, policies, procedures and regulations, ensures that policies and procedures are appropriately and uniformly implemented
- Performs other related duties as assigned

**WORKING CONDITIONS**

Position requires prolonged sitting, standing, walking, reaching, twisting, turning, kneeling, bending, squatting, and stooping in the performance of daily activities. The position also requires grasping, repetitive hand movement and fine coordination in using a computer keyboard. Additionally, the position requires near and far vision in reading written reports and work related documents. Acute hearing is required when providing phone and personal service. The need to lift and push boxes weighing up to 25 pounds is also required. Some of the requirements may be accommodated for otherwise qualified individuals requiring and requesting such accommodations.

**MINIMUM QUALIFICATIONS**

**Knowledge:**

- Principles and practices of employee supervision, including selection, work planning, organization, performance review and employee training and discipline.
- Standard practices, procedures, and equipment used in a billing and customer service office.
- Basic accounting principles and practices.
- Effective customer service techniques and communication skills.
- Modern office administrative practices and procedures
- Principles and techniques of preparing effective written materials; use of proper grammar, spelling, punctuation and business correspondence format.
- Mathematical procedures and calculations to effectively analyze, process and control data.
- Computerized business systems applications.

**Abilities:**

- Deal successfully with the public and to work under pressure.
- Effectively organize, schedule, direct and review the work of others.
- Communicate clearly and concisely, both orally and in writing.
- Establish and maintain effective working relations with staff, customers and general public.
- Effectively operate and oversee a computerized on-line billing system.
- Supervise high volume call center by determining parameters for efficient customer service response, analyzing call data and making recommendations for improvements.
- Learn to utilize complex Windows based computer databases and applications including financial, time keeping, web content management.
- Interpret and apply administrative and departmental policies and procedures.

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- Analyze situations appropriately and adopt effective courses of action.
- Process detailed paperwork in accordance with specific procedures and policies.
- Respond in a courteous and effective manner when dealing with the general public by telephone and in person.

**EDUCATION AND EXPERIENCE**

Any combination of education and experience that provides the skills, knowledge and abilities required is qualifying. A typical way to obtain the required qualifications is to possess the equivalent of the following:

- High school degree or equivalent;
- Associate's degree in Business, Accounting, or directly related field; and
- Four years of increasingly responsible clerical experience including basic accounting, some billing office and customer service experience; which includes
- Two years of supervisory responsibility

**LICENSES/CERTIFICATES**

- Possession at time of hire and continued maintenance of a valid California Class C driver's license and a safe driving record.

**DESIRABLE QUALIFICATIONS**

- Utility experience
- Experience with financial and/or online billing software
- Bilingual in Spanish
- Familiarity with streets in the Santa Cruz City and surrounding areas.

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**Career Ladder**

- Customer Service Manager
- *Utility Supervisor*
- Utility Account Specialist
- Utility Service Representative I/II