

CITY OF THE COLONY Status: Non-Exempt Supervised By: Director of Customer Services	CUSTOMER SERVICES SUPERVISOR	CUSTOMER SERVICES DEPARTMENT Revised: 12/2014
JOB SUMMARY		
<p>Under the direction of the Director of Customer Services, this position is designated for overseeing and coordinating the activities and operations of the customer service counter issuing permits, plans examination, building inspections, utility payments and other utility administration functions as necessary and complex administrative support to the Director. All of the following areas of responsibility shall be approached from a positive Customer Service direction by all customer service representatives. Any situation that involves contact with the citizens of The Colony (our customers) shall be considered as an opportunity to promote the City and the Customer Services Department in the most professional and positive image possible. The same criteria shall apply for our internal customers (other City departments and co-workers) as well. This position must be able to communicate effectively face-to-face, over the radio, and in writing with supervisors, co-workers and the public.</p>		
ESSENTIAL FUNCTIONS, DUTIES AND RESPONSIBILITIES		
<ol style="list-style-type: none"> 1. Oversees Permit Technicians and permit counter operations. 2. Provides leadership, direction and guidance. 3. Develops methods and procedures to ensure efficient and proper functioning of permit application and issuance processes. 4. Aids Director in training and evaluating the performance of assigned staff; assists in interviews and selecting employees; Assists in assigning employee duties and reviewing work to ensure accuracy, completeness and compliance with established standards, requirements and procedures; develop and implement training functions as directed. 5. Assists in supervision of the issuance of permits, calculation of fees, and the maintenance of records. Responds to questions on an as-needed basis, explaining codes and ordinances to the public and to other professionals. Preparation and maintenance of a variety of narrative and statistical reports, records and files; oversee the preparation and distribution of correspondence and informational materials related to permit processing, plan review and inspection functions. 6. Interprets and applies policies, procedures, laws and regulations applicable to the work area. 7. Communicate with and serve as a technical resource to other departments, outside agencies and the public concerning permit processing, plan review; resolve conflicts; respond to inquiries and provide detailed information concerning related codes, ordinances, regulations, policies and procedures. 8. Assists contractors and customers with code compliance or directs them to the appropriate person for assistance. 9. Reviews fence and sign plans to ensure code and ordinance compliance; including compliance with the local Building Codes, Zoning Ordinances, Subdivision and Land Development Regulations, Planned Development Ordinances, and Conditioned Use Ordinances adopted by the City of The Colony 10. Assists in the preparation of the budget for the department. Assists in maintaining the Records Management Program: responsible for Public Request for Information submittals. 11. Assists Director, as required. <p>Assists in the ordering and maintaining of departmental supplies. Ability to communicate effectively and courteously with customers, public, vendors, contractors, builders, landowners, consultants, and staff in person, in writing, via email and the internet, and by phone; Performs other duties as assigned.</p> <p>Review and approve adjustments up to \$100.00.</p> <p>Prepare and handle customer payments by mail, night drop, and drive through and in person.</p> <ol style="list-style-type: none"> 12. Balance the cash drawer and prepare related reports. 13. Research customer inquiries and complaints in person, over the telephone, in writing and document the accounts. 14. Prepare move in, move out and transfer service orders. 15. Prepare customer extensions and document the customer's account. 16. Prepare the Daily Meter Service Log, and Daily Activity Log for the meter readers. 17. Prepare and approve account adjustments up to \$100. 18. The ability to lift up to 25 pounds of paper products and data binders. 19. Answer multiple telephone lines with the ability to communicate effectively and courteously with the public and City employees in person, in writing and by telephone. 20. Perform routine job activity requiring normal physical exertion involving sitting, standing, walking and bending. 21. File and retrieve customer correspondence and records. 22. Prepare Idle Meter Report, Temporary Account Report and Credit Management Report, and document accounts. 23. Report payments and changes to bad debt accounts, and process collection letters, and document accounts. 24. Process returned mail and Letter of Credit requests, prepare Insufficient Fund Letters and document the accounts. 25. Maintain the Record Management Program. 26. Cross Train with the Billing Coordinator on service orders, billing and balancing. 27. Cross train with Director of Customer Services on preparing cut-offs, the impact fee report, and preparing bank deposits. 		

28. Create swap meter and other miscellaneous service orders, complete service orders, and research open service orders and document the accounts.
29. Co-ordinate with builders on other work orders as needed and documents the accounts.
30. May be required to perform other department duties as assigned.
31. Responsible for locking and unlocking the main entrance to City Hall on a daily basis
32. Accurately take telephone messages for all city employees and/or city council members when necessary
33. Maintain up to date public information in the lobby of city hall for use by citizens and visitors
34. Serve as a point of contact for the residents wishing to complain through the Customer Service system
35. Distribute forms for a variety of departments, i.e. Employment applications, public information requests
36. Supervises the Utility Area in the absence of the Director of Customer Services.
37. Acts as back-up for billing.
38. Supervises the re-reads.
39. Monitors cash in cash drawers.

KNOWLEDGE, SKILLS, AND ABILITIES

The essential functions of this position require the use of a computer, printer, fax machine, copy machine, scanner, and calculator as well as the following abilities:

1. Building permit processing, construction plan examination and policy and procedure preparation and review
2. Ability to use Microsoft Office and other computer applications with proficiency;
3. Ability to lift and carry up to 50 lbs;
4. Ability to type 60 wpm; and
5. Oral and written communication skills
6. Must be able to work overtime when required
7. Ability to function in a multi-tasking environment with minimal supervision-
 - Deal with the public in situations involving conflict and high degrees of stress which require considerable tact and judgement.
 - Understand and follow oral instruction, departmental policy, rules, procedures, and ordinances pertaining to the Customer Services Department.
 - To analyze situations and adopt a quick, effective and reasonable course of action.
 - Learn the use of all department equipment.
 - Skilled in data entry and accounts receivable.

Ability to communicate effectively both verbally and through written communications

- Preferences:
 - Preference may be given to applicants who are bilingual in Spanish and English
 - Preference may be given to applicants with experience with Trak-it software.

EDUCATION, EXPERIENCE AND CERTIFICATION

High School Diploma/GED required;
 Five years' experience in general office procedures.
 Three years' experience in customer service field.
 Possession of International Code Council (ICC) Residential Energy Inspector/Plans Examiner Certification a plus.

CERTIFICATION

Employee Signature:	Date Signed:
Immediate Supervisor and/or Department Head:	Date Signed: