



## Job Description – Customer Service Supervisor

<b>Job Title:</b>	Customer Service Supervisor	<b>Department:</b>	Customer Service
<b>Group:</b>	16	<b>FSLA Status</b>	Non-Exempt
<b>Salary Range:</b>	Not to exceed midrange	<b>Position Type:</b>	Full-Time
<b>Reports To:</b>	Finance Director	<b>Directs:</b>	Customer Service Staff

**Applications Accepted By:**

**E-MAIL:**

[hrdirector@palestine-tx.org](mailto:hrdirector@palestine-tx.org)

**Subject Line:**

Attention: Human Resources/ Job Title

**MAIL OR IN PERSON: (MONDAY- FRIDAY; 8A-5P)**

City of Palestine Human Resources

504 North Queen

Palestine, Texas 75801

(903)731-8421

**Job Description**

**OBJECTIVE**

*THE INTENT OF THIS POSITION DESCRIPTION IS TO PROVIDE A REPRESENTATIVE SUMMARY OF THE MAJOR DUTIES AND RESPONSIBILITIES PERFORMED BY INCUMBENT(S) IN THIS POSITION. INCUMBENT(S) MAY NOT BE REQUIRED TO PERFORM ALL DUTIES IN THIS DESCRIPTION AND INCUMBENT(S) MAY BE REQUIRED TO PERFORM POSITION-RELATED TASKS OTHER THAN THOSE SPECIFICALLY LISTED IN THIS DESCRIPTION*

Oversees billing and related functions associated with the City of Palestine’s water utility services. This position will supervise the Cashier Clerk positions. This position reports directly to the Finance Director.

**ESSENTIAL JOB FUNCTIONS**

(Essential functions, as defined under the Americans with Disabilities Act may include, but are not limited to, the following tasks, knowledge, skills and other characteristics. **This list of tasks is ILLUSTRATIVE ONLY and is not a comprehensive listing of all functions and tasks performed by positions in this class.**)

- Closes out and completes reconciliation of daily transactions.
- Processes all billing and refunds including return deposits.
- Processes all leakage, meter, and miscellaneous adjustments.
- Maintains and implements billing calendar.
- Process web pay packets and system voids.
- Produce, present, and maintain reports to City Council.
- Implements and process Winter Averaging and verifies data.
- Pick up and drop off mail as required.

**OTHER IMPORTANT JOB FUNCTIONS**

- Reviews and issues utility/water billing statements.
- Assesses and verifies meter reader records and reports.
- Maintain utility billing records and updates as necessary.



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- Oversees the preparation of bills; oversees mailing and distribution of billing statements; drafts cut-off notices.
  - Reviews transfers and related billing adjustments.
  - Updates files and records.
  - Oversee/manage meter reader and meter reader supervisor work schedule to insure coverage.
  - Supervises Cashier Clerk positions; manages, schedules, assigns, prioritizes, and reviews work; trains staff, evaluates employee's performance.
  - Performs other duties as assigned or required.
  - Code invoices for accounts payable and managing department budget.
  - Multiple reporting requirements monthly, yearly and year end.
  - Maintain Customer Service manual and Billing manual. Update as necessary
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- **QUALIFICATIONS AND EDUCATION REQUIREMENTS**
  - Knowledge of applicable local, state, and Federal statutes, rules, regulations, ordinances, codes, City of Palestine policies and procedures, and other governing documents.
  - Knowledge of the basic principles of bookkeeping/accounting.
  - Knowledge of file and records management.
  - Knowledge of chain of command in resolving internal issues.
  - Skill in establishing and maintaining effective working relations with employees, other departments, contractors, vendors, the general public and others having business with the City of Palestine.
  - Skill in supervising multiple employees.
  - Skill in handling conflict resolution.
  - Skill in communicating effectively.
  - Skill in operating a computer utilizing a variety of software applications.
  - Skill in formatting reports in EXCEL

### ACCEPTABLE EXPERIENCE AND TRAINING

A high school diploma or GED is required. An Associate Degree in Accounting or related field is preferred. Supervisory experience, accounting, and bookkeeping or closely related duties involving public contact, customer relations or closely related responsibilities are required. May be required to work outside the normal business hours.

Excellent computer skills are required in Microsoft Office programs.

Incode software experience is a plus.

### CERTIFICATIONS AND LICENSES REQUIRED

Must be willing and capable of completing all required courses and classes for certification requirements.

Must possess a Valid Texas motor vehicle driver's license.

### CONDITIONS OF EMPLOYMENT

Must pass a pre-employment drug screen and/or physical exam. Employees are subject to random drug/alcohol testing throughout their employment.

Must have and maintain a satisfactory driving record.

Regular attendance is required.



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### ADDITIONAL INFORMATION

This job description is not intended to be construed as an exhaustive list of responsibilities, duties and skills required. City management has exclusive rights to alter this job description at any time without notice. Employees will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments. This document does not create an employment contract, implied or otherwise, other than an 'at-will' relationship.

The City of Palestine affords equal employment opportunity to all individuals regardless of race, color, national origin, gender, gender identity, religion, age, disability, veteran status, or sexual orientation or other protected status.

**Your application is part of the review process; be sure it is complete. If attaching a resume, all information requested on the application form must also be completed (i.e. writing “see resume” is not sufficient).**

Reviewed By:	Andrew Sibai/Carolyn Garcia	Date:	November 9, 2023
Approved By:	Lisa Cariker	Date:	November 9, 2023
Last Updated By:	Andrew Sibai	Date/Time:	11/09/2023
Received By:		Date:	