



Code: 0325

Family: Clerical and Office Administration

Service: Administrative

Group: Clerical, Accounting and General Office

Series: General Administrative

CLASS TITLE: SUPERVISOR OF CUSTOMER ACCOUNTS

CHARACTERISTICS OF THE CLASS

Under general supervision, the class supervises staff responsible for maintaining customer accounts and responding to questions and complaints regarding account transactions and activities, and performs related duties as required

ESSENTIAL DUTIES

- Supervises staff engaged on handling inquiries and complaints regarding account collection and billing activities
- Provides instruction and training to staff on work operations and related procedures and evaluates staff performance
- Prioritizes assignments and prepares staff work schedules to ensure coverage during working hours
- Implements operating policies and work procedures and standards and ensures standards are met
- Monitors customer account activity to ensure work standards are being met and complaints are resolved in a timely manner
- Assists staff in resolving complex or sensitive operational and customer service work problems
- Analyzes and adjusts accounts and issues full payment certificates, if required
- Investigates problem accounts and pro-rates and/or bill accounts over a specified time period with different rates, if required
- Prepares letters and reports including detailed billing analysis and prepares final billing
- Researches, compiles, and analyzes data to prepare programmatic and administrative reports
- Relays and interprets management directives, personnel policies, and procedures to staff
- Participates in the conduct of studies and special projects and prepares reports on findings
- Studies office operational processes and recommends procedural changes to improve efficiencies
- Responds to escalated complaints and inquires via telephone and e-mail and explains account history data and departmental policies
- Reviews documentation to determine customer property type and ownership information
- Interacts with the installation/repair unit for water meters and generates work order requests for customers with malfunctioning water meters
- Prepares various work reports regarding work operations and staff activities

NOTE: *The list of essential duties is not intended to be inclusive; there may be other duties that are essential to particular positions within the class.*

MINIMUM QUALIFICATIONS

Education, Training, and Experience

- Five years of work experience in the billing, collection and/or management of accounts or an equivalent combination of education, training and experience

Licensure, Certification, or Other Qualifications

- None

WORKING CONDITIONS

- General office environment

EQUIPMENT

- Standard office equipment (e.g., telephone, printer, photocopier, fax machine, calculator)
- Computers and peripheral equipment (e.g., personal computer, computer terminals)

PHYSICAL REQUIREMENTS

- No specific requirements

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER WORK REQUIREMENTS**Knowledge**

Good knowledge of:

- *billing, accounting and collecting procedures and practices
- *revenue collection methods and procedures
- applicable computer software applications and personal computer operations
- *report preparation methods, practices, and procedures

Knowledge of applicable City and department policies, procedures, rules, and regulations

Skills

- ACTIVE LISTENING - Give full attention to what other people are saying, taking time to understand the points being made, ask questions as appropriate, and not interrupt at inappropriate times
- ACTIVE LEARNING – Understand the implications of new information for both current and future problem-solving and decision-making
- CRITICAL THINKING - Use logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems
- COORDINATION WITH OTHERS – Adjust actions in relation to others' actions
- MONITORING – Monitor and assess performance of one's self, other individuals, or organizations to make improvements or take corrective action

Abilities

- COMPREHEND ORAL INFORMATION - Listen to and understand information and ideas presented through spoken words and sentences
- SPEAK - Communicate information and ideas in speaking so others will understand
- COMPREHEND WRITTEN INFORMATION - Read and understand information and ideas presented in writing
- WRITE - Communicate information and ideas in writing so others will understand
- REASON TO SOLVE PROBLEMS - Apply general rules to specific problems to produce answers that make sense
- WORK WITH NUMBERS – Add, subtract, multiply, or divide quickly and correctly

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- REASON MATHEMATICALLY – Choose the right mathematical methods or formulas to solve a problem
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All employees of the City of Chicago must demonstrate commitment to and compliance with applicable state and federal laws, and City ordinances and rules; the City's Ethics standards; and other City policies and procedures.

The City of Chicago will consider equivalent foreign degrees, accreditations, and credentials in evaluating qualifications.

* May be required at entry.

City of Chicago
Department of Human Resources
July, 2017