

TITLE OF POSITION: Customer Services Supervisor

SALARY RANGE: Range 76 (\$66,990.72 to \$94,261.92)

SUPERVISORY RELATIONSHIP:

This position is supervised by the Customer and Energy Services Manager. This position directly supervises Customer Services Representatives and Utility Helpers (Meter Readers).

ESSENTIAL FUNCTIONS:

- Responsible for establishing and maintaining a satisfactory Customer-Central Lincoln relationship on all matters pertaining to Customer Services, and for the operation and performance of Central Lincoln's business offices.
- Responsible for the administration of Central Lincoln's rules, regulations, policies, and rates as applicable to Customer Services.
- Responsible for the treatment, collection and final disposition of Central Lincoln's service accounts and special billings, including the exercise of available legal procedures.
- Responsible for the coordination of the investigation of damage claims involving Central Lincoln's facilities and its customers, and the determination of billing and the settlement of claims, as may be assigned by the Customer and Energy Services Manager.
- Responsible for the mediation and disposition of all disputes or conflicts involving the area of Customer Services, in accordance with applicable rules, regulations and policies of Central Lincoln.
- Responsible for the implementation of Central Lincoln's meter tampering and power diversion programs, including the investigation, follow-up and disposition of all suspected cases of tampering or diversion.
- Informs and makes recommendations to the Customer and Energy Services Manager on all matters pertaining to Customer Services for improvements through revised policies and procedures.
- Remains on call for emergency service after normal working hours as required.
- Responds to residential customer inquiries requiring technical knowledge.
- Implements and promotes programs to provide customers with information concerning the services available from Central Lincoln.
- Coordinates Customer Services department with energy services activities offered through Central Lincoln's energy service programs.
- Responsible for maintenance of Central Lincoln business offices and grounds as assigned.
- Other tasks as may be assigned.

SKILLS, KNOWLEDGE AND ABILITIES:

- Requires demonstrated ability to effectively meet people and maintain above average oral and written communication skills.
- Requires demonstrated ability to supervise and work effectively with subordinates.
- Able to collect and organize data from a variety of sources.
- Able to research alternative courses of action beyond prescribed guidelines.

PHYSICAL AND MENTAL DEMANDS:

- Maintains full alertness and concentration at all times.
- Interacts well with co-workers, especially when working in stressful situations.

- Adequate vision required to operate a motor vehicle; and able to judge red, green and yellow traffic lights adequately to drive on highways.
- Able to read small print on written material and computer screen.
- Able to sit six to eight hours during the day.
- Able to manually enter data or information into data bases.
- Hears spoken conversation well while working with co-workers, customers and on the telephone.
- Able to perform regular or periodic physical labor or exertion such as lifting up to 40 lbs. occasionally; climbing, stooping, crawling into confined spaces and working in inclement weather conditions.
- Speaks clearly when communicating by radio, telephone and in person.
- Requires twisting associated with tasks performed at workstation.
- Able to operate Central Lincoln's vehicle for extended periods of time for travel to customer locations, out of District and to other Central Lincoln offices.

**WORKING CONDITIONS:**

- Well-lit, temperature-controlled office building or field work outdoors.
- Subject to outside weather/driving conditions when traveling on business.
- Subject to frequent travel to District offices.

**EXPERIENCE AND TRAINING:**

- Requires a Bachelor's Degree in Business Administration, Public Relations or related field; or five (5) years' progressively responsible experience in customer relations or office management with a utility may be substituted.
- Requires five (5) years' experience in a related progressively responsible position with an electric utility, and three (3) years' in supervisory capacity.

**OTHER REQUIREMENTS:**

- Requires a high standard of personal hygiene and grooming.
- Must possess or be able to obtain a valid Oregon driver's license.