

WATER CUSTOMER SERVICE SUPERVISOR

Milwaukee Water Works

The Milwaukee Water Works provides safe, abundant drinking water to residents and businesses in Milwaukee and 15 neighboring communities.

THE PURPOSE: The Customer Service Supervisor manages the customer service work group, which serves Milwaukee Water Works' approximately 860,000 customers by providing accurate information in a professional and efficient manner, supported by the customer information computer system. The customer service work group interfaces with customers in person, over the telephone, by fax, and via the web to facilitate bill paying and to respond to requests for service, account clarification, and address changes. On a daily basis, the Water Works Customer Service Center handles an average of 300 phone calls, 160 walk-in customers, and over 450 transactions by means of the interactive voice response (IVR) system and online connections.

ESSENTIAL FUNCTIONS:

- Ensure that Customer Service Representative III's are equipped to assist customers by providing thorough orientation, up-to-date information, and ongoing training on both Customer Service Center systems and customer service techniques.
- Monitor individual calls and analyze Call Center data to provide constructive feedback to staff.
- Continually review and improve work process flow; maintain current procedure manuals.
- Manage staff workload, and seek ways to reduce burnout and encourage teamwork and collaboration.
- Prepare performance appraisals, recommend disciplinary action when necessary, and make hiring recommendations.
- Compile statistics on customer service activities (e.g., telephone answering response times, calls dropped, and waiting times) to analyze and monitor effectiveness of staff response and ensure excellent customer service.
- Handle escalated customer service issues, which may entail reviewing accounts, providing explanations, and requesting further assistance from other work units to meet customer needs.
- Periodically balance Daily Cash Receipts and oversee cashiering activities in the absence of the Management Accountant-Senior to ensure that staff members strictly follow proper bill-paying procedures such as accepting cash and other forms of payment.
- Manage customer data and updates; serve as liaison between the customer service work group and other Water Works units, the IT group, DPW, and the Budget Office regarding changes to the interactive voice response system.
- Perform other duties as assigned.

MINIMUM REQUIREMENTS:

1. Bachelor's Degree in Business Administration, Management, Consumer Science, Communications, or a closely related field from an accredited college or university.
2. Three years of experience either in a call center environment or involving high-intensity customer contact, of which at least two years must have been at a supervisory level.

NOTE: *Equivalent combinations of education and experience may also be considered.*

3. Valid Wisconsin driver's license at time of appointment and throughout employment.
4. Residency in the City of Milwaukee within six months of appointment and throughout employment.

KNOWLEDGE, SKILLS, ABILITIES, AND OTHER CHARACTERISTICS:

- Knowledge of management principles, leadership technique, and training and development.
- Ability to effectively supervise staff members, including assigning and reviewing work, setting performance standards, providing training, and monitoring employee performance.
- Ability to interview and rate job candidates.
- Knowledge of effective team-building concepts and practices.
- Ability to build successful teams and coordinate staff activities to achieve a balanced workload.
- Knowledge of customer service best practices.
- Ability to provide a motivating environment that fosters professional customer interactions.
- Oral communication and active listening skills.

- Ability to exercise tact and diplomacy in resolving complaints with customers who may be irate.
- Ability to write clear and concise business correspondence, reports, procedures, and instructions.
- Knowledge of standard office applications, including spreadsheet and word processing programs.
- Ability to analyze and create reports.
- Ability to accurately do mathematical calculations.
- Knowledge of cash handling and reconciling procedures.
- Ability to establish rapport with people of varied backgrounds.
- Ability to work under pressure, manage stress, and avoid burnout; ability to coach staff members on strategies for avoiding burnout.
- Skill in analyzing and solving complex problems.
- Planning, organizational, and time management skills.
- Ability to maintain confidentiality and serve the public with a high degree of integrity.

THE CURRENT SALARY RANGE IS (SG 06): \$50,206.00 to \$70,295.16 annually with excellent benefits. Recruitment is normally at the beginning of the pay range.