

Salary Schedule	MOU	Benefits
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City of Alameda
Code No. 7570
Approved by C.S.B.
4/10/201302/2025

CUSTOMER SERVICES SUPERVISOR

DEFINITION

Under general direction, plans, coordinates and directs all customer services activities of Alameda Municipal Power including service issues and supervision of customer service staff. Performs other related work as required.

DISTINGUISHING FEATURES

This is a first line supervisory classification that reports to the Assistant General Manager - Administration. Incumbent is responsible for supervising, planning, organizing, coordinating, assigning, directing, and evaluating the work of a group of employees. Assignment includes supervision of a centralized customer service function such as credit and collection, customer inquiries and complaints, and service orders. Acts as liaison to information technology division and supervises staff using multiple information systems used at AMP to track and monitor electric use and charges. Duties include discussions in-person, on the telephone and through correspondence with customers to solve a variety of service problems. This class is distinguished from Assistant General Manager-Customer ResourcesAdministration which is a second line supervisor class responsible for the management of the Customer Resources DivisionAdministration Department.

EXAMPLES OF DUTIES

The following list of duties is intended only to describe the various types of work that may be performed and the level of technical complexity of the assignment(s) and is not intended to be an all-inclusive list of duties. The omission of a specific duty statement does not exclude it from the position if the work is consistent with the concept of the classification or is similar or closely related to another duty statement.
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Reasonable accommodations may be made to enable individuals with disabilities to perform these essential functions.

Essential Duties

1. Plans, schedules, assigns, coordinates, directs, reviews and evaluates the work of employees engaged in various customer service assignments and duties such as but not limited to credit and collection, customer inquiries, and service orders; directs all assigned activities and ensures compliance with all Federal, State and local laws, regulations and court rulings.
2. Maintain individual work schedules and time-off requests of assigned staff to ensure adequate coverage for handling call volumes and front-counter assistance; ensure all representatives are prepared to take calls promptly, and that the call center and lobby operate efficiently and open/close on time.
3. Oversee all cashiering activities, including payment processing, cash deposits, remote bank deposits, and verifying cash logs and receipts; coordinates with finance for accuracy and efficiency in cash management.
4. Listen to live calls and recordings to monitor and ensure high-quality customer interactions; review complaints, assess procedural adherence, and evaluate customer service delivery.
5. Handle escalated customer issues, ensuring adherence to procedures, fairness, and service excellence; provide resolutions that balance customer satisfaction with AMP's operational policies.
6. Ensure each assigned staff's individual desk duties are completed accurately and promptly; provide guidance as needed for efficient task execution.
7. Oversee administration of AMP's low-income discount programs, including compliance and reporting.
8. Oversee assigned staff in the use of multiple interfaces for automated metering, electronic payments, and service orders; address customer-reported errors, coordinating with system vendors to resolve escalated technical issues.
9. Reviews and evaluates technological advances and develops strategy for implementing changes benefiting the organization.

10. Coordinate with customers to troubleshoot issues with Advanced Metering Infrastructure (AMI) equipment, including physical checks and adjustments as necessary.
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11. Promotes an environment that views customer services as a way of helping customers receive the best value for their money.
12. Develops, schedules and monitors methods to accomplish division goals, ensures work is completed in a timely and efficient manner.
13. Manages accounts where customers are involved in bankruptcies.
- 2.14. Collaborates with Senior and other Account representatives to serve AMPs key account customers.
3. — Supervises and monitors calls to ensure assigned staff are providing excellent customer service in order to satisfy customers through single call resolution service excellence.
4. — Directs assigned activities including but not limited to office and field customer service, credit and collection, services related to data collection activities; ensures compliance with all Federal, State and local laws, regulations and court rulings.
- 5.15. — Assists in developing and implementing policies of the Public Utilities Board.
- 6.16. — Assists in short and long-range planning efforts and goals regarding Alameda Municipal Power procedures and improvements.
- 7.17. — Identifies and analyzes operational problems, conducts studies, strategically evaluates alternatives and implements effective solutions for a wide variety of issues including technical systems/applications and/or programs/services.
- 8.18. — Prepares, or supervises preparation of routine and special reports to document the activities, operation and performance of ~~Alameda Municipal Power~~AMP and to recommend action by the Public Utilities Board or other authority.
- 9.19. — Coordinates activities with other divisions, City departments and agencies; maintains good public relations; fosters a supportive team environment, takes an active part in civic affairs and encourages such activity on the part of Alameda Municipal Power personnel.
- 10.20. — Assists in budget and business plan preparation and administration.
11. Evaluates employee work, prepares and conducts appraisals.
- 12.21. — Supervises, trains and evaluates assigned staff.

Other Duties

22. Perform related duties and responsibilities as required.

WORKING CONDITIONS

- Indoor office or station environment.
- Occasional exposure to wet or humid conditions; extreme cold or extreme heat.
- Occasional exposure to fumes or airborne particles, and vibration.
- Noise level is usually moderate, ambient office sounds such as speaking, working office equipment, and software.

PHYSICAL DEMANDS

- Dexterity of hands and fingers to operate objects, controls, and/or tools such as but not limited to a computer, computer keyboard, and standard office equipment.
- Specific vision abilities including close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- Frequently sitting or standing for extended periods of time
- Reach with hands and arms; repetitive movements of hands or wrist; stoop, crouch, squat, walk; twist and bend from the waist.
- Hearing and speaking to present and exchange information, and to communicate in person and by telephone.

EMPLOYMENT STANDARDS

Education/Experience

Any combination of education and experience likely to provide the required knowledge and abilities is qualifying. A typical way to obtain the knowledge and abilities would be:

Education: Graduation from high school supplemented by course work in customer relations, business, modern office practices or a related field.

Experience: Five years of progressively responsible professional experience customer relations, customer service, account billing and collections in a municipal or utility setting; at least two years, which have been in a lead worker capacity in which a major responsibility was the interpretation and enforcement of complex regulations and policies ~~in order to~~ resolve customer complaints beyond the initial contact level.

Knowledge

Knowledge of advanced customer service/relations theories, principles and practices and their application to department programs and/or services; interpreting business policies, procedures, and practices; business letter writing and basic report preparation; cashiering, routine delinquent account procedures, and billing calculation procedures; the principles and practices of automated financial record keeping; general accounting principles and terminology; modern office practices and procedures including applications of information systems; modern office equipment including personal computers; effective methods of lead and project supervision; effective methods of record keeping; correct English usage, including spelling, grammar and punctuation

Abilities

Ability to schedule, assign, organize, direct, train, review and evaluate the work of assigned employees; prepare work schedules and coordinate the work of others; perform difficult and/or complex customer service and accounts administrative work, with speed and accuracy; effectively operate a variety of modern office equipment including computers and related software ~~and programs~~; interpret, apply and explain established policies and procedures; perform arithmetic calculations; work effectively under pressure and with frequent interruptions; listen, understand, retain, follow, apply, and communicate verbal and written instructions or directions; provide training and direction to assigned staff; establish and maintain records associated with the work; make accurate arithmetic calculations; establish and maintain effective working relationships with those contacted during the work; provide courteous and efficient service to customers and clients; learn, retain, and use technical terminology, equipment, and computer applications; ability to respond professionally and effectively to changing priorities; review and analyze processes, procedures, and policies and make effective recommendations for change; function independently and make decisions based on sound judgment affecting areas of responsibility within established guidelines and consistent with applicable law or code; perform related duties as required.

Other Requirements

~~Possession of a valid California Driver's License and satisfactory driving record at the time of appointment is required as a condition of initial and continued employment only if the operation of a vehicle, rather than the employee's ability to get to/from various work locations in a timely manner, is necessary to perform the essential functions of the position.~~
~~Selected positions require possession of a valid California Driver's License and satisfactory driving record as a condition of initial and continued employment.~~