



CUSTOMER SERVICE SUPERVISOR

City of Two Rivers Finance Department

Position reports to the Finance Director. Performs technical and administrative functions related to utility billing and accounting, utility customer service, cashing, and miscellaneous services. Utility services provided by the City currently include electric, water, sewer, storm water, telecommunications and solid waste.

The Customer Service Supervisor coordinates utility billing, special accounts receivable, collections and other utility customer service activities. Prepares monthly, quarterly and year-end reports as needed. Assists staff in performing duties; addresses errors and complaints. Bills large power utility accounts monthly and maintains records. Provides 24 hour stand-by on days customers' utility service is disconnected for non-payment.

The Customer Service Supervisor supervises a Billing Clerk, two (2) Utility Customer Service Representatives/Cashiers, Meter Readers and other part time or temporary staff as assigned. Administer policies and procedures for utility accounting, billing, and customer service activities.

Candidates must be able to communicate clearly and effectively, both orally and in writing. Experience in data processing, accounting, clerical and customer service functions required. Position requires an Associate Degree or equivalent combination of experience and training which provides the required knowledge, abilities and skills. Utility experience preferred.

Starting Pay Range \$23.06 to \$24.46 per hour, depending on qualifications.

The City of Two Rivers offers an excellent benefit package including Wisconsin Retirement, comprehensive health and life insurance. The City is an equal opportunity employer. Confidentiality cannot be guaranteed.

To receive a complete position description, please contact Kim Graves at (920) 793-5526 or send an email to kgraves@two-rivers.org. Interested candidates should send a detailed letter of interest, resume and completed application by October 29, 2018, to:

Kim Graves
City of Two Rivers
Human Resources Manager
Post Office Box 87
Two Rivers, WI 54241-0087