



# CLASS TITLE | UTILITIES SERVICES TEAM SUPERVISOR

PAY GRADE: EX-28 | [www.cityoftulsa.org/pay](http://www.cityoftulsa.org/pay)

Class Code: 3000

Effective Date: 6/8/2022

**\*\*THIS CLASSIFICATION INCLUDES PAY INCREASE OPPORTUNITIES - OUTLINED BELOW\*\***

**PURPOSE OF THE CLASSIFICATION:** Under general direction is responsible for work team leadership, quality assurance and performance coaching and monitoring customer satisfaction levels for Customer Account Representatives working within Utilities Services; and other related assigned duties.

**ESSENTIAL TASKS:**

- Supervises, coordinates and audits team's daily work activities and associated paperwork
- Monitors Customer Account Representative (CAR) telephone, personal service, and performance to anticipate and address internal and external customer concerns and ensure performance standards
- Keeps informed and communicates current policies and procedures and directives
- Conducts performance evaluations and counsels subordinates regarding job performance
- Performs routine maintenance on multiple Phone Center systems
- Coordinates successful resolution of customer issues with other organizational units and City departments and implements approaches to meet needs or requirements
- Prepares and maintains various records and reports
- Reports internal and external repetitive and complex problems and may suggest recommendations to address issues
- Must report to work on a regular and timely basis

**Reasonable accommodations may be made to enable individuals with disabilities to perform the essential tasks.**

**QUALIFICATIONS:**

Training and Experience: Must meet one of the following options or an equivalent combination of training and experience per Personnel Policies and Procedures, Section 128:

1. (a) Graduation from high school or possession of a General Educational Development Certificate (GED); **and**,  
(b) Three (3) years of experience in a field relevant to the essential tasks listed in this job description including at least one (1) year of experience in customer service. One (1) year lead or supervisory capacity preferred.

**PAY INCREASE OPPORTUNITY**

Employee will be eligible for a one (1) step increase upon completion of thirty (30) accredited college hours and six (6) months of employment in the position. Employee will be eligible for an additional one (1) step increase upon completion of sixty (60) accredited college hours (or associates degree from accredited college) and one (1) year of employment in the position.

Knowledge, Abilities, and Skills:

Knowledge of:

- Considerable knowledge of customer service practices and techniques
- Good working knowledge of business English, spelling, and commercial arithmetic
- Good working knowledge of laws, ordinances, regulations, and policies governing City utilities
- Good knowledge of modern office practices and procedures



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Ability to:

- Ability to lead, coordinate and facilitate effective working relationships with subordinates, public and other City departments
- Ability to identify errors in mathematical computations and data entered on forms
- Ability to direct the activities of customer service personnel, ensuring attainment of performance standards
- Ability to perform routine maintenance on utilities systems
- Ability to use intermediate-level office spreadsheets and word processing programs
- Ability to communicate effectively both verbally and in writing
- Ability to understand and influence the behavior of internal and external customers and cause action or understanding

Skill in:

- Skill in the use of computers

Physical Requirements: Physical requirements include arm and hand steadiness and finger dexterity enough to use a keyboard and telephone; occasional lifting up to five pounds; may require sitting for extended periods of time; subject to standing, bending, reaching, walking, and repetitive movements; and vision, speech, and hearing sufficient to perform the essential tasks.

Licenses and Certificates: Possession of the following:

1. Valid Oklahoma Class "D" Driver License

**WORKING ENVIRONMENT:** Working environment is primarily indoors; requires use of telephone and other office equipment; and may be subject to overtime.

**EEO Code: E-02**

**Group: Clerical and Administrative**

**Series: Clerical**