

**CITY OF GLENDALE**

**TITLE:**            **Customer Relations  
Supervisor**                            **CLASSCODE:**        **333**

**REPORTS TO:**   **Revenue Administrator**                            **GRADE:**                **25**

**DEPARTMENT:** **Tax and License/Customer  
Service**                            **FLSA:**                 **E**

**JOB SPECIFICATION DATE:** **July 1, 2005 cm**

**JOB SUMMARY:**

Plans, organizes and supervises the activities and staff involved regarding customer relations. Handles customer complaints or problems regarding taxes, licenses, billings, or delinquencies.

**ESSENTIAL FUNCTIONS:**

1. Plans, organizes and supervises the activities and staff involved in the Customer Relations functions.
2. Analyzes customer service contact data for timeliness, calling patterns and appropriate action taken.
3. Investigates and resolves difficult complaints and authorizes adjustments and refunds.
4. Interprets laws, ordinances, codes and policies regarding City services to the public and City staff.
5. Reviews sales tax applications and business licensing applications.
6. Reviews and prepares changes to water accounts.
7. Mediates billing disputes.
8. Programs, operates, and extracts data from the ACD (Automated Call Distribution) system.
9. Supervises the receipt, reconciliation, and security of the City's daily cash flow.
10. Supervises the verification and entry into proper accounts of all receivables.
11. Researches business sales/use tax accounts.

**SECONDARY FUNCTIONS:**

12. Performs other related duties as assigned.
13. May fill in for Revenue Administrator in his/her absence.

**KNOWLEDGE, SKILLS, ABILITIES:**

**Knowledge of:**

Sound business practices in bookkeeping, accounting and cash receivables.  
Laws, ordinances, codes and City policy regarding the billing and collection of revenue, sales tax, and business licensing.  
Problem resolution practices.

**Skill in:**

Operation of computer and applicable software.  
Operation of an ACD system.  
Conflict resolution.

**Ability to:**

Effectively supervise, train, and develop staff.  
Interpret and apply laws, ordinances and City policies.  
Research and resolve problems and complaints.  
Effectively communicate verbally and in writing.  
Establish effective working relationships with City staff and the public.

**WORKING CONDITIONS:**

Office setting.

**MINIMUM QUALIFICATIONS:**

Requires a Bachelor's Degree in Accounting, Public Administration, Business Law or related field and three years experience in an accounting, auditing, business licensing or sales tax function and two years supervisory experience.

Any equivalent combination of training and experience, which provides the required knowledge, skills, and abilities, is qualifying.