

APPLICATION PROCESS

The Customer Service Supervisor position is open & competitive. There is currently one vacancy in the Management Services—Utility Billing Division. This recruitment will assist to establish an eligibility list for future full-time vacancies. All interested applicants must submit a cover letter, resume, and required completed City application no later than the closing date of Friday, October 20, 2017 at 4:30 p.m.

City of Hesperia
Human Resources Division
9700 Seventh Avenue
Hesperia, CA 92345
(760) 947-1100
www.cityofhesperia.us
TDD (760) 947-1119
EOE

All applications will be reviewed in detail. Only those applicants possessing the most relevant qualifications will be invited to continue in the selection process. City appointments are contingent upon successful completion of a comprehensive background investigation, fingerprinting, medical and drug screening, as well as verification of United States citizenship or legal authorization to be employed in the United States.

NOTE: The provisions of this bulletin do not constitute an expressed or implied contract. Any provision contained in this bulletin may be modified or revoked without notice. This position may be subject to an adjusted work schedule in order to fulfill our customer service commitment.

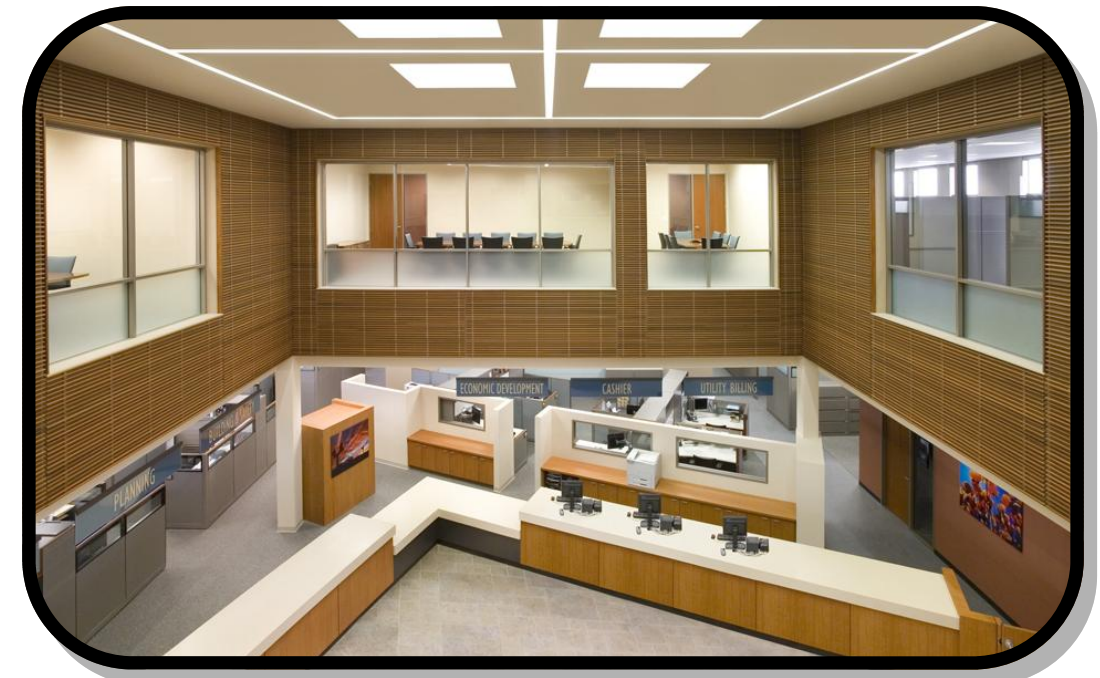
The Community

Serving as the Gateway to the High Desert, the City of Hesperia is conveniently located at the foot of the San Bernardino Mountain Range, 35 miles north of San Bernardino, 90 miles northeast of Los Angeles, and 195 miles south of Las Vegas, at the intersection of Highway 395 and Interstate 15. With an elevation of 3,250 feet, Hesperia is one of the largest cities in California, with an area of approximately 75 square miles, its adopted sphere of influence extends its geographic reach by an additional 36 square miles. Incorporated in 1988, the City of Hesperia's population is approximately 96,000. Hesperia offers the best of Southern California lifestyle with clean air, over 350 days of sunshine and deep blue skies that attract businesses and residents alike. With its strategic location, Hesperia is posturing itself to be a major distribution and logistics hub in the Southern California Region.

City Government

The City of Hesperia is a general law city with a council-manager form of government. Hesperia has a five member City Council who are elected at-large to staggered, four-year terms. Council members also serve as the governing board of the Water District and Fire District. With a full time staff of 170, city departments include: City Manager (City Clerk and Information Technology), Management Services (Finance and Human Resources/Risk Management), Development Services (Building and Safety, Engineering, Planning, Animal Control, Code Enforcement), Public Works (Street and Water Divisions), and Economic Development. The City contracts for its Police and Fire services from the County of San Bernardino.

The City of Hesperia
Invites Your Interest for the Position of:
Customer Service Supervisor





The Position

The CUSTOMER SERVICE SUPERVISOR is a non-represented professional/supervisory position responsible for motivating, supervising, evaluating, assigning work and training staff responsible for customer service at the front counter, utility billing and new service applications. Maintains appropriate work records which may include monthly turn on/off activity, reports of delinquent activity and increase in services; serves as a technical resource for assigned staff.

The ideal candidate plans, coordinates, prioritizes, monitors and participates in the work of staff responsible for utility billing functions. Performs the more difficult and complex customer service duties, including responding to non-routine computer problems, ; processes the bad debt accounts to the collection agency and any requests for backup information from collection agency. In addition, the incumbent participates and makes recommendations regarding the development of policies, procedures, programs, projects, new equipment and computer programs to division management. Participates in the selection and training of customer service personnel and initiates discipline procedures as appropriate. Monitors work activities to ensure safe work practices, work quality and accuracy and compliance with applicable rules, policies and procedures. Performs other related and peripheral duties as required and necessary.

Qualifications

Requires the equivalent of three (3) years directly related experience in financial or statistical record keeping, public contact, and customer accounts and two (2) years of lead/supervisory experience; and a High School diploma or GED or any combination of education and experience that has provided the knowledge, skills and abilities necessary for satisfactory job performance. A Bachelor's degree in accounting, finance, public or business administration or a closely related field is desirable.

License/Certification Requirements

Requires possession of, or ability to obtain, a valid class "C" California driver's license.

Compensation

The Customer Service Supervisor is a Non-Represented Professional/Supervisory position with a monthly salary range of \$5,502 - \$6,708.

Benefits

- Prior Public Service—CalPERS Formula 2.7% @ 55 (Employee contributes 8% (employee cost) and 1% (cost sharing) of annual salary)
- CalPERS Pension Reform Formula 2% @ 62 (Employee contributes 6.25% (normal cost) of annual salary)
- IRS 125 Plan Flexible Spending Accounts
- Health Benefits – up to \$928 per month toward medical, dental and vision insurance
- City paid
 - Employee Only Premium for Dental Insurance
 - Employee Only Premium for Vision Insurance
 - Life Insurance (One (1) times annual salary)
- Short Term and Long Term Disability Insurance participation required
- Vacation (80 hours accrued during first year)
- Administrative Leave (55 hours per fiscal year)
- Sick leave (96 hours per year)
- 11 holidays
- 401 (a) Deferred Compensation Plan (2% of Salary—City paid)
- 457 (b) Deferred Compensation Program available
- Tuition Reimbursement Program (Up to \$3,000 a fiscal year available for eligible employees)
- Employee Assistance Program available
- 9/80 Work Schedule/Adjusted Workweek Schedule participation required
- The City **does not** participate in the Social Security program, except for the mandatory 1.45% Medicare Contribution

Working Conditions

Position requires prolonged or intermittent sitting, standing, walking on level, uneven, or slippery surfaces, reaching, twisting, turning, kneeling, bending, stooping, squatting and crouching. The position also requires grasping, repetitive hand movement and fine coordination in preparing reports and using a computer keyboard in the performance of daily duties. Additionally, the position requires near and far vision when reading correspondence and using a computer and acute hearing is required when providing phone service and communicating in person. The need to lift, carry, push, and pull files, reports and other materials weighing up to 40 pounds is required. The employee may occasionally be required to travel to different sites and locations; when working outdoors the incumbent may encounter extreme weather conditions, including wet, hot, cold, wind, snow, ice, and heavy vehicle traffic. The noise level in the work environment is usually quiet to moderate when indoors and moderate to loud when outdoors.