

Job Posting

Customer Service & Billing Supervisor

The Shakopee Public Utilities Commission is accepting applications for the position of Customer Service & Billing Supervisor. This position provides daily oversight to the billing lead, customer service & billing representatives and dispatch, ensuring the delivery of excellent service, account management, utility billing and oversight of collections and disconnects. The role focuses on optimizing processes, enhancing customer satisfaction and collaborating with other departments to resolve issues, and ensure compliance with utility policies

Essential Duties and Responsibilities:

- Supervise, train, and mentor staff on daily functions, including new customer set ups, billing, collections, payment applications, daily balancing and dispatch.
- Generate schedules for multiple processes and activities, and schedule staff accordingly.
- Evaluate employee performance – setting goals and expectations.
- Respond to and resolve complex customer complaints on billing discrepancies and service quality complaints for internal and external customers.
- Review and analyze pre-bill reports and work with billing on discrepancies and errors.
- Review and pursue collection of delinquent accounts, including preparation of final notices, disconnection, reconnection orders, and establishing and monitoring payment schedules and follow-up.
- Ensure daily bank and post office runs are completed.
- Perform daily tasks including returning service orders, daily opening and closing of service center, reconciling cash drawers, calculating and working with commercial and industrial account deposits and managing water department service order communication.
- Ensure state statutes and resolutions are followed.
- Manage and maintain customer records.
- Provide customer support to both internal and external customers.
- Assist director with ad hoc research projects, training and process improvements

Experience:

Education: Minimum 2-year associate's degree in accounting or business administration or high school diploma with 4 + years' experience in customer service and billing.

Experience: 3+ years' experience in customer service and billing is required. 1+ years' supervisory experience preferred.

Certificates and Licenses: Valid State of MN Driver's license

Knowledge:

Analytical Skills – Ability to analyze data, trends, and reports to identify errors and inefficiencies.

Communication – Strong communication skills. The ability to provide clear and effective verbal and written communication.

Conflict Resolution: Ability to handle disputes with diplomacy and professionalism.

Customer Service - Responsively address the needs of the customer and establish customer rapport.

Interpersonal Skills – Ability to foster positive relationships with customers and team members.

Leadership – Proven ability to lead, mentor, and motivate teams. Strong decision-making and delegation skills.

Mathematical Skills: Strong expertise in billing processes. Ability to perform accurate calculations involving addition, subtraction, multiplication, and division.

Planning/Organizing – Strong organizational skills, ability to manage multiple priorities, and exercise sound judgement within areas of responsibility.

Problem Solving –The ability to work with others to identify and implement solutions to complex customer service and billing issues.

Position Essential Physical Requirements:

This job operates in a professional office environment. This role routinely uses standard office equipment such as computers and laptop computers, photocopiers, and smartphones. The noise level in the work environment is usually moderately quiet and work is performed indoors. There can be extreme noise.

2025 Wage Range for this position: \$3,461.49/bi-weekly Minimum to \$4,327.32/bi-weekly
Midpoint Maximum

Full benefits apply. Medical, Dental, Life, Long Term Disability, PERA, MN State Retirement System (pre-tax and after-tax contributions), HCSP contributions and HSA contributions. Vacation, Sick, Floating Holidays and Holiday pay.

Complete and submit SPU Employment Application online. Upload resume with your application.

Application must be submitted by 4:00 PM, January 29th, 2025.