

HRSD

Position Description: CIS Supervisor

Section I. Position Reference Information

a.	Department	Information Services
b.	Division	Customer Information Services
c.	Position Title	CIS Supervisor
d.	Grade	7
e.	Immediate Supervisor	CIS Manager or CIS Operations Manager
f.	Work Center	CIS Building – 1440 Air Rail Ave

Section II. Position Summary

Under broad guidance of the assigned CIS Manager, the CIS Supervisor is responsible for:

- a. Ensuring the recruiting, training and retention of qualified front line staff
- b. Setting the performance objectives and measures for assigned, self-directed work centers dedicated to online posting of accounts receivable transactions (billings, payments, adjustments); collections of past due account balances; print and mail operations; mail opening and production remittance (payment) processing; customer contact (telephone, mail, e-mail, person-to-person)
- c. Maximizing the utilization of work center staff and existing / emerging technologies to efficiently and effectively discharge the responsibilities of assigned work centers
- d. Participating in the preparation of the CIS Division budget and ensuring the propriety of CIS Division expenditures
- e. Maintaining strong working relationships with local jurisdiction employees in order to facilitate the data exchange necessary to bill HRSD wastewater treatment charges, collect HRSD facility charges, and promote continued joint initiatives such as combined billing and collections
- f. Supporting and communicating the Mission, Vision and Values of HRSD

Section III. Examples of Position Duties

- a. Maintains documented standard operating procedures and performance standards relative to a high volume and complex customer care and billing system
- b. Provide the appropriate oversight to ensure the accuracy of the financial transactions relative to cash receipts and accounts receivable, and data updates relative to customer and consumption data
- c. Evaluates employment applications; selects candidates for skills testing and interview, interviews candidates and makes hiring recommendations for front line vacancies.
- d. Provides guidance in developing work schedules and staff workloads
- e. Develops staff for current position and future career opportunities; continues to build own technical and leadership skills
- f. Assesses individual front line staff performance and provides regular feedback verbally and in writing as appropriate; provides documentation to support recommendations for approval, delay, or denial of annual salary increases based on merit as well as recommendations for disciplinary action up to and including termination of employment.
- g. Approves timesheets and leave requests for front line staff
- h. Collaborates with CIS Manager to ensure the appropriate mix of staff and technology.

- i. Implements improvements to processes, procedures and work methods
- j. Collaborates with vendor/supplier representatives to ensure adequate support for CIS Division activities
- k. Collaborates with jurisdiction water/sewer utility, public works, information technology, and treasury staff to ensure quality customer care and billing relative to shared customer base
- l. Develops and maintains statistics and reports to facilitate analysis of work center activity and staff performance
- m. Ensures the proper maintenance of work center equipment and compliance with warranty requirements; ensures adequate logging of service calls to support requests for repair or replacement
- n. Keeps Manager informed on daily work center activities, controversial matters, or decisions associated with unusual situations
- o. Reviews and maintains accurate and comprehensive job descriptions for CIS front line positions
- p. Develops appropriate skills tests to be administered to applicants for CIS front line vacancies
- q. Performs other duties as assigned

Section IV. Position Contacts

- a. Standing Committees, Boards, and Organizations
 - Required
 - a) Member - CIS Team
 - b) Project Teams – Within HRSD

b. Internal Contacts

Contact	Purpose	Frequency
CIS Front Line Staff and Coordinators	Provide leadership and technical guidance relative to daily operations.	Daily
CIS Supervisors	Collaborate to ensure Division responsibilities are met and to discuss and capitalize on opportunities for continuous process improvement.	Daily
CIS Manager	Inform manager of concerns related to front line staff, daily operations, internal and external customer expectations/ interactions, extraordinary expenditures.	Daily
Information Technology Division (ITD)	Resolve issues relating to the hardware, network and communications technologies which support CIS applications.	As Needed
Accounting Division	Resolution of issues related to the posting of customer accounts receivable and cashing transactions to the general ledger. Provide monthly bank reconciliation and annual external audit support.	As Needed
Human Resources	Personnel matters including recruiting and hiring as well as disciplinary actions regarding front line staff.	As Needed
Interceptors and P3 Divisions	Resolution of issues related to Wastewater Facility Charge cost and the billing of wastewater charges under our Surcharge/Hauled	As Needed

	Waste rates.	
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c. **External Contacts**

Contact	Purpose	Frequency
HRSD / HRUBS Customers	Respond to customer inquiries / complaints via mail, e-mail, telephone and in person.	Daily
Public Utility, Information Technology, Staff from various Financial Institutes and Treasury staff of the cities, towns, counties within the HRSD service area; Staff from private water providers	Issues related to the exchange of data collected by water and sewer service providers that is needed by HRSD to maintain customer accounts and bill wastewater treatment charges. Issue resolution related to joint initiatives (e.g. HRUBS), and coordination of joint / combined activities.	Daily
Hardware and Software Vendors / Consultants	Resolution of equipment and software issues; evaluation of equipment and services for purchase; administration of service contracts.	As Needed

Section V. Position Accountabilities and Expectations

- a. Compliance – All policies, procedures, and activities of CIS comply with HRSD policies and procedures. Conditions of CIS specific hardware, software and production equipment licensing, warranties, and service contracts are met
- b. Financial Management– The billing and collecting for HRSD provided services (wastewater treatment, water quality analysis, administrative fees, etc.) is prompt and accurate. Updates to the HRSD general ledger are timely, proper and supported with appropriate audit trails. CIS division's expenditures are monitored to meet budgetary goals. The billing and collecting services HRSD provides for jurisdiction business partners are properly managed to ensure timely and accurate billing and collections and the data needed to update the jurisdiction general ledgers is appropriately provided
- c. Process Management – Productivity and performance metrics are established and monitored to ensure operational efficiency and to ensure that operational goals and deadlines are met
- d. Human Resource Management – Employees are effectively utilized and scheduled; security of confidential information is maintained; staff is coached in current performance and developed to take on more responsibility through ongoing challenges, opportunities, and training; training and development is visibly supported and provided; work environment promotes individual accountability and personal excellence as well as team oriented approach that facilitates cross-training of CIS front line staff to achieve greater productivity, operational redundancy, personal growth, and flexibility in meeting workflow challenges
- e. Customer Satisfaction – Results of ongoing customer feedback (internal and external) and customer outreach efforts indicate that the CIS Division provides quality service and is meeting the needs of the region in a timely manner; customers and employees are treated with courtesy, dignity and respect as indicated by customer comments

- f. Timeliness – Effectively manages front line workload to meet established deadlines. Ensures prompt and diplomatic resolution to customer requests (internal and external) receive prompt response and assistance from CIS staff; disputes are resolved in a timely manner to minimize negative impact on HRSD
- g. HRSD Universal Competencies – Consistently demonstrates HRSD Universal Competencies

Section VI. Working Conditions

- a. Must have the ability to work at a supervisory level in a team-oriented environment
- b. Must be able to lead employees to multi-task in a fast-paced, dynamic, customer-focused and deadline-driven office environment
- c. Must be able to work overtime and/or unusual hours as circumstances dictate
- d. Must be able to travel to locations within the HRSD service area on occasion

Section VII. Physical Requirements

- a. Must have the physical dexterity to accomplish the duties defined herein
- b. Work requires light lifting ability (20 to 50 pounds)
- c. Less than 20% of work involves standing, walking, climbing or bending
- d. Must be able to operate a ten-key calculator
- e. Must be able to sit for long periods at desk or in meetings
- f. Must be able to drive a vehicle

Section VIII. Other

- a. Medical certification of physical requirements may be required
- b. Must be currently authorized to work for any U.S. employer

Section IX. Qualification Standards

- a. Education
 - 1. Required
 - Associates degree in Business Administration with a concentration in Accounting or equivalent education
 - 2. Desired
 - Bachelors degree in Business Administration preferred or equivalent education
- b. Experience
 - 1. Required
 - a) Minimum of 4 years increasingly responsible experience in bookkeeping, related internal controls, and office operations
 - b) Minimum of 4 years experience which involve work that is mission critical, and time sensitive to include developing statistics through independent analysis and proficient use of standard PC software to produce reports / graphs/ charts
 - c) Minimum of 2 years supervisory experience, including adequate staffing, effective recruiting, and hiring
 - d) Demonstrated experience in conflict resolution in customer/supplier relationships

2. Desired
 - a) Prefer accounting experience to be in customer accounts receivable.
 - b) Minimum of 1 year experience in automated accounting and production billing systems
 - c) Minimum of 1 year experience in supervising multiple concurrent projects
 - d) Demonstrated experience in assessing impact of new technology, workflow, errors, etc., on a work center, on the customers, HRSD, and the jurisdictions
 - e) Demonstrated ability to establish and maintain effective working relationships with county officials and employees, vendors, suppliers, contractors, the general public, and other professionals in the business community
 - f) Demonstrated proficiency at an intermediate level in Microsoft Office Software, including MS Outlook, Visio, and PowerPoint
- c. Job-specific Technical Competencies
 1. Required
 - a) Knowledge of standard office procedures, practices, equipment, the Enabling Act, Fair Credit and Collections Law, banking regulations, Generally Accepted Accounting Principles (GAAP), HRSD Rate Schedule, Procurement and Human Resources Policies/Procedures, Fair Credit and Collections Law, banking regulations, National Automated Clearing House Association (NACHA) guidelines
 - b) Ability to develop highly effective working relationships with all HRSD Directors, Chiefs, Managers, and employees
 - c) Establishes and maintains effective business relationships with customers, employees of HRSD, and jurisdictions
 - d) Seeks improvements and commitment of staff through quality management processes, consensus-building and collaboration, teambuilding concepts
 - e) Plans, organizes, motivates and directs the work of subordinates.
 - f) Communicates effectively verbally and in writing
 - g) Problem-solves and works with the public in a courteous, diplomatic, and tactful manner
 - d. Job-specific Behavioral Competencies
 1. Sets Clear Performance Goals
 - a) Clearly communicates expectations for results, timeliness, quality and other important parameters.
 - b) Establishes deadlines for delivery of results
 - c) Evaluates, determines and refines roles, responsibilities and expectations related to various projects throughout the organization; insists on and insures clarity of role and/or functions
 - e. Special Licenses
 - Required
 - Valid driver's license from state of residence
 - f. HRSD Universal Competencies (see link on previous page)