

METRO WATER DISTRICT is currently seeking candidates to fill a Customer Service Supervisor position. The candidate must have one or both of the following Bachelors Degree preferred, and/or 3 - 5 years of progressively responsible supervisory experience. This position is non-exempt, full-time, excellent benefits, starting salary is \$38,936, EOE, and employment is contingent upon satisfactory results of a background check and drug screening.

Job Description:

Coordinates, plans, organizes and supervises customer service team in performing the daily activities, implements policies, procedures and responds to requests for information. This position requires high volume of phone interaction with customers.

Skills/ Requirements:

- Supervisory or demonstrated team leadership experience required.
- Responsibilities include coaching for improvement, monitoring and manage performance.
- Provides guidance to customer service team that builds team work and performance.
- Serves as a primary point of contact for day to day operations of policies and procedures.
- Provides and documents performance feedback through side by side coaching, performance reviews and goal setting.
- Build customer loyalty by providing excellent customer service through the coaching and development of the administration team.
- Ability to multi-task must be friendly, energetic and outgoing with customer service experience.
- Must be able to handle escalated customer issues.
- Perform all other duties assigned.

If interested in position please send resume to:

Attention Human Resources, Metro Water District, P.O. Box 36870, Tucson, AZ 85740