

Job Title: Customer Service Supervisor**Location:** Customer Solutions Center**Department:** Customer Service**Job Status:** Full-Time**Reports To:** Customer Service Manager**Job Grade:** 602**Pay Status:** Exempt**Date Created / Updated:** 10/6/2025

Position Summary

The Customer Service Supervisor is responsible for overseeing day-to-day operations of the customer service team to ensure exceptional service delivery. This role combines leadership, operational oversight, and performance management to create a customer-centric environment that drives satisfaction, loyalty, and efficiency. This position requires a high degree of independent judgment in guiding staff, resolving escalated matters, and making sound operational decisions in alignment with organizational policies and objectives. The Supervisor will coach, mentor, and develop team members while fostering collaboration and accountability across the department.

Essential Duties and Responsibilities

Leadership & Team Management

- Supervise, coach, and support a team of customer service representatives to meet individual team, and organizational performance goals.
- Provide regular feedback through one-on-one meetings, coaching sessions, and performance evaluations.
- Foster a positive, motivating, and professional team culture that prioritizes customer satisfaction and employee engagement.
- Oversee payroll, team schedules, workload distribution, and attendance to maintain service coverage and meet demand.
- Work closely with other Customer Service supervisors and management team members to provide guidance, share best practices, and support all team members within the department.

Customer Service Operations

- Monitor day-to-day operations to ensure inquiries, complaints, and service requests are handled promptly, accurately, and courteously.
- Manage and resolve escalated customer issues, demonstrating empathy and problem-solving to ensure positive outcomes.
- Ensure compliance with company policies, service standards, and regulatory requirements.

Collaboration & Development

- Partner with the Customer Service Trainer to identify skill gaps and ensure targeted training is delivered to enhance team performance.
- Provide feedback on training needs, onboarding/training effectiveness, and ongoing development programs.
- Work closely with the QA Specialist to review quality monitoring results, identify trends, and implement performance improvement initiatives.
- Support calibration sessions to align coaching, quality standards, and training objectives across the department.

Process Improvement & Reporting

- Analyze operational data to identify opportunities for improved efficiency, productivity, and customer experience.
- Provide regular reports on team performance, customer satisfaction, and service metrics to management.
- Collaborate with cross-functional teams to resolve recurring issues, improve workflows and enhance the customer experience.
- Participate in projects to enhance customer service systems, tools, and processes.

General Responsibilities

- Maintains regular attendance; leave schedule should be managed so as to not interfere with ability to accomplish tasks, including special projects and assignments with deadlines or negatively affect direct reports' ability to do their jobs when applicable

- Adheres to NBU safety guidelines and practices
- Maintains a clean and safe work area
- Maintains strict confidentiality of business, employee and customer information in written and oral communications and safeguards sensitive documents
- Develops & maintains effective customer service skills for communications with co-workers, customers and the public in general
- Adheres to NBU policies and procedures
- Exemplifies NBU Core Values of Integrity, Stewardship, Team and Safety
- Participates in and supports initiatives to reach annual NBU Performance Measures

Formal Education and Work Experience Requirements

Degree/Diploma Obtained: High School Diploma/GED

Field of Study: General Studies

Work Experience Time Frame: Three Years or More

Other: - Bilingual in Spanish is a plus. Three years of experience in customer service relations, preferably in utilities.

Certification and Licensures Requirements

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Other Minimum Qualifications

- Two or more years of Customer Service NBU Experience
- Technical ability sufficient to analyze, design, and create various statistical reports as directed
- Ability to produce correspondence, reports, user-friendly spreadsheets, and other documents that are accurate and clearly understood
- Previous leadership experience is preferred
- Strong time management, flexibility, attention to detail, personal initiative, and ability to work effectively under extreme deadlines and changing priorities without close supervision

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	☒	☐	☐	☐
AutoCAD	☒	☐	☐	☐
Crystal Reports	☒	☐	☐	☐
Microsoft Access	☒	☐	☐	☐
Microsoft Excel	☐	☐	☒	☐
Microsoft Word	☐	☐	☒	☐
Microsoft Publisher	☒	☐	☐	☐
Microsoft PowerPoint	☐	☐	☒	☐

Other Software Knowledge

Harris NorthStar (CIS system) including mCare, Fixed Network, Meter Sense, Silver Springs, Customer Connect, Invoice Cloud (3rd party payment processor), ADP ezLabor (payroll), DataProse (outsourced bill mailer), Scanner, Laserfiche (electronic document storage), Online Utility Exchange (Identification verification), Cognos Reporting, Milsoft IVR, Ring Central and Microsoft Office Suite.

Experience with Machines, Tools, Equipment and Other Work Aids

Personal Computer, Copier, Fax Machine, Scanner, Printer, Receipt Printers, Calculator, Telephone

Physical Demands

Standing: Occasionally

- ☒ Making Presentations
- ☒ Observing Work Site
- ☒ Observing Work Duties
- ☒ Communication with Co-Workers

Fine Dexterity: Constantly

- ☒ Computer Keyboard
- ☒ Telephone Keypad
- ☒ Calculator
- ☐ Calibrating Equipment

Walking: Occasionally

- ☒ To Other Departments/Offices/Office Equipment
- ☒ Around Worksite

Lifting: Frequently

- ☒ Supplies
- ☐ Equipment
- ☒ Files

Carrying: Frequently

- ☒ Supplies
- ☐ Equipment
- ☒ Files

Sitting: Frequently

- ☒ Desk Work
- ☒ Meetings
- ☐ Driving

Reaching: Frequently

- ☒ For Supplies
- ☒ For Files

Handling: Constantly

- ☒ Paperwork
- ☒ Monies

Kneeling: Frequently

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

Pushing/Pulling: Frequently

- ☒ File Drawers
- ☐ Equipment
- ☒ Table and Chairs
- ☐ Hose

Climbing: Occasionally

- ☒ Stairs
- ☐ Ladder
- ☒ Step Stool

- ☐ Onto Equipment

Vision: Constantly

- ☒ Reading
- ☒ Computer Screen
- ☐ Driving
- ☒ Observing Worksite

Foot Controls: Rarely

- ☒ Driving
- ☐ Operating Heavy Equipment
- ☐ Dictaphone

Balancing: Rarely

- ☐ On Ladder
- ☐ On Equipment
- ☒ On Step Stool

Bending: Frequently

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground
- ☐ Making Repairs

Crouching: Frequently

- ☒ Filing in Lower Drawers
- ☒ Retrieving Items from Lower Shelves/Ground

Crawling: Rarely

- ☒ Under Equipment
- ☐ Inside Attics/Pipes/Ditches

Hearing: Constantly

- ☒ Communication Via Telephone/Radio/To Co-Workers/Public
- ☐ Listening to Equipment

Twisting: Constantly

- ☐ From Computer to Telephone
- ☐ Getting Inside Vehicle

Talking: Constantly

- ☒ Communication Via Telephone/Radio/To Co-Workers/Public

Other

Click or tap here to enter text.

Environmental Factors

	Never	Seasonally	Several Times Per Year	Several Times Per Month	Several Times Per Week	Daily
Extreme Temperature (Heat, cold, extreme temp. change)	☒	☐	☐	☐	☐	☐
Wetness and/or humidity (bodily discomfort from moisture)	☒	☐	☐	☐	☐	☐
Respiratory Hazards (Fumes, gases, chemicals, dust, and dirt)	☒	☐	☐	☐	☐	☐
Noise and Vibration (sufficient to cause hearing loss)	☒	☐	☐	☐	☐	☐
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	☒	☐	☐	☐	☐	☐

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	☒	☐	☐	☐	☐
Chemical Hazards	☒	☐	☐	☐	☐
Electrical Hazards	☒	☐	☐	☐	☐
Fire Hazards	☒	☐	☐	☐	☐
Explosives	☒	☐	☐	☐	☐
Communicable Diseases	☐	☒	☐	☐	☐
Physical Danger or Abuse	☐	☒	☐	☐	☐

Other

Occasional exposure to infectious diseases when interacting with public.

Primary Work Environment: Office Environment

Other: [Click or tap here to enter text.](#)

Overall Strength Demands

- ☒ Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
- ☐ Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
- ☐ Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
- ☐ Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
- ☐ Very Heavy - Exerting 50 pounds constantly

Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	☐	☐	☐	☒	☐
Emergency Situations	☐	☒	☐	☐	☐
Frequent Change of Task	☐	☐	☐	☐	☒
Irregular Schedule/Overtime	☐	☐	☐	☒	☐
Performing Multiple Tasks Simultaneously	☐	☐	☐	☐	☒
Working Closely with Others as Part of a Team	☐	☐	☐	☐	☒
Tedious or Exacting Work	☐	☐	☐	☒	☐
Noisy/Distracting Environment	☐	☐	☐	☒	☐

Other: [Click or tap here to enter text.](#)

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date