

**Commercial Service Supervisor (1213)
Task List 2026**

Management

1. Opens and/or closes Customer Service Center(s) (CSC) on a daily basis (lights are turned off, money and other confidential records are accounted for and locked up, equipment turned on, opens or sets time in safe, maintains log on use of surveillance cameras and cleans facilities) in order to conduct regular operations.
2. Oversees the inventory and orders office supplies such as money, bags, and supplies to ensure the daily operations of the office are not interrupted.
3. Follows the Department's policies and procedures by recounting and verifying money collected to prepare for pickup by armored car on a daily basis.
4. Organizes the workflow of the office including in response to system problems, changes in work volume and staffing and special projects, by analyzing workload and staff capacity by utilizing Department policies and procedures.
5. Balances office accounts, funds, and cashiers' receipts by running tapes of accounts collected compared with actual cash and checks received in accordance with Department policies and procedures.
6. Investigates out-of-budget problems to locate the source of error(s) by documenting and assigning personnel to correct the error(s) and follows up with appropriate discipline according to the Department's policies and procedures.
7. Prepares a variety of financial reports to maintain accuracy of Customer Service Center(s) (CSC) bank records.
8. Takes appropriate response actions during and after emergencies including, but not limited to, robbery, catastrophic events, injury, or illness by following Department operating procedures to ensure overall personal safety.
9. Coordinates work with other units on a regular basis to solve special problems for improvements and to enhance the customer experience.
10. Enforces Departmental rules and regulations regarding electrical and water services provided to customers by reporting damage to or improper use of electrical and water service, such as meter damage, tampering, illegal connections, and misuse of water and electricity, in order to protect the Department of Water and Power's (DWP) revenue.

Supervision

11. Supervises employees engaged in various responsibilities, such as inspecting completed work, verifying daily money collections by cashiers, reviewing completed forms for accuracy, evaluating employee job performance, and counseling and training employees, in order to ensure employees meet departmental quality assurance standards.

Technical

12. Supervises or assists in supervising employees providing detailed and often complex information by telephone, email, mail, and in person to customers, departmental employees and the general public relating to various matters, such as electrical services, water services, billing procedures, departmental procedures and administrative regulation, illegal use or abuse of electrical and water services, and conservation of water and electricity, in order to assist customers with various types of service requests and inquiries.
13. Determines and pursues appropriate methods of collecting on delinquent accounts, such as filing suit in small claims court or referring to collection agencies.
14. Oversees the employees responsible for processing bill mailings returned by the post office, by reviewing the information on file and contacting the building manager to obtain the correct billing/ mailing address.
15. Operates the Customer Care and Billing (CCB) system by entering customer information to process service requests, assist with billing inquiries, report water and electric outages, and document customer interactions, in accordance with department policies and procedures.