

Position Starts: Approximately April 9th, 2012

Organization: Sun Valley GID

Job Title: Customer Service Supervisor

Salary Range: \$47,174 - \$63,685 (DOE)

Job Description:

Under general direction from the General Manager, performs work in managing the office including the supervision, delegation, and scheduling of office staff, recording, reporting, of all office operations, ensuring compliance with all applicable laws and regulations, and providing executive-level assistance to management. Assists in the planning and coordination of the administrative functions of the office as well as Recreational activities and events. This position has an increased level of responsibility and independence while performing required duties.

Company Overview:

Sun Valley General Improvement District (GID) located in Sun Valley, Nevada is a quasi-municipal corporation and a political subdivision of the state. The District encompasses approximately 7700 acres in Washoe County and currently manages the water and wastewater systems that serve 6000 water and wastewater connections that include single-family, commercial, and industrial properties. The District's population is estimated to be approximately 20,000.

ESSENTIAL FUNCTIONS: *(Performance of these functions is the reason the job exists. Assigned job tasks/duties are not limited to the essential functions).*

CUSTOMER SERVICE SUPERVISOR

1. Supervises assigned office staff, including; assigns and reviews work, provides training in proper work methods and techniques, conducts performance evaluations, implements discipline and conflict resolution procedures when necessary.
2. Provide customer account oversight and approves or disapproves special arrangements for customers requesting to go outside of set policy.
3. Assist the General Manager in the selection and termination process for office employees.
4. Provides new hire training and evaluation.
5. Reviews and evaluates work methods and procedures; recommends changes in the work process, forms and work flow to ensure efficient operations in compliance with policies and standards.
6. Responsible for the effective communication and coordination between office and field staff.
7. Responsible for compliance with all applicable laws and the rules and regulations of the District.
8. Develops plans and supervises new and existing recreation programs and activities.

9. Coordinates and promote special events and recreational functions. Responsibilities to include permitting, use approvals/discussions, fees, budget needs, and all paperwork required to successfully hold such event.
10. Provides input in the annual budget process for office and recreation activities.
11. Identifies recreational plans, projects and needs in prepared monthly reports to the General Manager for Board meetings.
12. Continually monitor office and recreation budgets throughout the year to ensure that expenditures stay within approved budgeted amounts
13. Coordinates services and activities production, and distribution of materials with other programs, divisions, departments, etc. to enhance the activities and effectiveness of the office.
14. Ensures assigned personnel perform duties and responsibilities in a safe and prudent manner that does not expose them or others to unnecessary harm or risk of on-the-job injury.
15. Sets goals, provide daily direction, adjust priorities, answers questions, counsels, supervises and evaluates office staff.
16. Resolves employee and customer service issues ensuring that quality standards are met.
17. Updates District's Tariff Schedule, including required advertising of public hearings, posting for public view, and distributing updates to staff and Trustees.
18. Answer public inquiries regarding locations, charges, emergency repairs and general information for sewer and water connections.
19. Effectively provides customer service and problem solving to District's customers; resolving complaints and providing information with professionalism.
20. Perform other duties as assigned.

Knowledge and Abilities:

Knowledge of

- Organization policies and procedures;
- Management information systems and software programs used in the assigned area;
- Terms and acronyms commonly used in the assigned functions;
- Office management principles and practices;
- Laws, statutes, codes, regulations, and standards pertaining to the area of assignment;
- Principles and practices of supervision;
- Modern office procedures, methods, and equipment, including computer equipment;
- Techniques of record-keeping and reporting;
- Alphabetical and subject matter filing systems;
- Telephone techniques; and
- Correct English usage including grammar, punctuation, and vocabulary.
- Federal and state laws pertaining to Human Resources Management such as Affirmative Action, Sexual Harassment, Discrimination, Fair Labor Standards Act, American Disabilities & Equal Employment Opportunity

Ability to

- Complete training in the operation of the District's computer and software system within 6 months.
- Train staff in work methods, procedures, and operations of software programs used in the assigned areas;
- Recognize work methods and procedures which promote a safe working environment and to train staff in same;
- Select, supervise, and evaluate the performance of assigned staff;
- Access and operate organization computer equipment and software;
- Plan, organize, and review the work of clerical staff;
- Interpret and apply pertinent laws, regulations, and standards, including administrative and departmental policies and procedures;
- Operate a personal computer and a variety of commercial software packages, including spreadsheets, databases, and word processing;
- Plan and organize work to meet schedules and timelines;
- Compile and tabulate data and information to complete and maintain accurate records;
- Verify the accuracy and completeness of documents, data, and information;
- Write concise and accurate narrative reports;
- Perform accurate mathematical calculations;
- Maintain confidentiality of data and information;
- Complete a variety of tasks concurrently; and
- Communicate orally in a clear, concise manner.

Required Certifications and Licenses:

- Possess and maintain a valid State of Nevada drivers license.

Experience and Training:

Any combination of training, education, and experience that would provide the required knowledge and abilities. A typical way to gain the required knowledge and ability is:

Possession of a high school diploma or equivalent and four years of progressively responsible office experience which frequently entailed the use of a computer to prepare complex narrative and/or statistical or financial documents, two years of which involved supervision or management of staff.

Physical and Mental Requirements:

The physical and mental requirements described here are representative of those that must be met by an employee to successfully perform the essential functions of the job.

Strength, dexterity, coordination, and vision to use keyboard and video display terminal for prolonged periods. Strength and stamina to bend, stoop, sit, and stand for long periods of time. Dexterity and coordination to handle files and single pieces of paper; occasional lifting of files, stacks of paper or reports, references, and other materials.

Some reaching for items above and below desk level. Some reaching, bending, squatting, and stooping to access files and records is necessary.

The manual dexterity and cognitive ability to operate a personal computer using word processing and databases. The ability to communicate via telephone. Light lifting (up to 25 pounds) is occasionally required.

In compliance with applicable disability laws, reasonable accommodations may be provided for qualified individuals with a disability who require and request such accommodations. Incumbents and individuals who have been offered employment are encouraged to discuss potential accommodations with the employer.

Working Conditions:

Work is performed under the following conditions.

Position functions indoors in an office type environment where most work is performed at a desk. Position may occasionally be required to travel by car to pick up or deliver material. Environment is generally clean with limited exposure to conditions such as dust, fumes, noise, or odors. Frequent interruptions to planned work activities occur.

District Benefits:

Medical Insurance, Vision Care, Dental Insurance

- This is provided for you and your family members at no cost to you through the insurance plan we are currently enrolled in.
- You must enroll immediately upon hire and coverage begins the first day of the month following 90 days of employment.

Retirement

- This is provided for you at no cost to you through the State of NV Public Employees Retirement Program.
- Available immediately upon hire.

Longevity

- To encourage long-term employment, employees with 5 years of service will begin to receive longevity checks that are calculated at the rate of \$100 per year of service (with a maximum of \$2,500) and split into two payments per year.

Deferral Compensation Program

- This tax deferred savings program matches employee contributions up to six percent of their base salary.

Vacation Pay

- Employees accrue vacation on a pay period basis beginning at the rate of 80 hours per year (chart and usage requirements are in the Employee Manual).
- Accrual begins upon hire, but usage begins after completion of six-month probationary period.

Sick Leave

- Employees accrue sick leave on a pay period basis beginning at the rate of 1¼ days per month of service (chart and usage requirements are in the Employee Manual).
- Accrual begins upon hire, but usage begins after completion of six-month probationary period.

Uniforms, etc.

- Uniforms and other clothing necessary for the job are provided at no cost to the employee.

Holidays

- 11 paid holidays per year.

Computer purchasing program, Life Insurance, Educational Assistance, etc are also included in the benefits for District employees.

All benefits are subject to change by the District's Board of Trustees.

How to Apply

Job description and application may be obtained at Sun Valley GID, 5000 Sun Valley Blvd. Sun Valley, Nevada 89433 or mailed to you upon request by calling (775) 673-2220. Resumes must accompany a completed job application when applying for the position. You can submit your application and resume by faxing to 775-673-7707 or email to info@svgid.com. Applications accepted through March 9th, 2012. Sun Valley General Improvement District is an Equal Opportunity Provide and Employer.

Application for Employment

SUN VALLEY GENERAL IMPROVEMENT DISTRICT

5000 Sun Valley Blvd.
Sun Valley, NV 89433

PLEASE PRINT

Equal access to programs, services and employment is available to all persons. Those applicants requiring reasonable accommodation to the application and/or interview process should notify a representative of the Human Resources Department.

Position(s) applied for _____ Date of application ____/____/____

Referral Source Advertisement Employee Relative Government Employment Agency
 Walk-in Private Employment Agency Other _____

Name of source (if applicable) _____

Name _____

LAST

FIRST

MIDDLE

Address _____

STREET

CITY

STATE

ZIP CODE

Telephone # () _____ Mobile/Beeper/Other Phone # () _____

If necessary, best time to call you at home is _____ : _____ AM/PM

May we contact you at work? _____ Yes No

If yes, work number and best time to call _____ () _____ : _____ AM/PM

If you are under 18 and it is required, can you furnish a work permit? _____ Yes No

If no, please explain _____

Have you submitted an application here before? _____ Yes No

If yes, give date(s) _____ / ____ / ____

Have you ever been employed here before? _____ Yes No

If yes, give dates _____ From ____/____/____ To ____/____/____

Are you legally eligible for employment in this country? _____ Yes No

Date available for work _____ / ____ / ____

Type of employment desired Full-Time Part-Time Temporary Seasonal Educational Co-Op

Will you relocate if job requires it? _____ Yes No Will you travel if job requires it? _____ Yes No

Are you able to meet the attendance requirements of the position? _____ Yes No

Will you work overtime if required? _____ Yes No

If no, please explain _____

Have you ever been bonded? _____ Yes No

Have you been convicted of a crime in the last seven (7) years? _____ Yes No

If yes, please explain _____

CONVICTION WILL NOT NECESSARILY BE A BAR TO EMPLOYMENT. EACH INSTANCE AND EXPLANATION WILL BE CONSIDERED IN RELATION TO THE POSITION FOR WHICH YOU ARE APPLYING.

Driver's license number if driving is an essential job function _____ State _____

Employment History

Provide the following information for your past and current employers, assignments or volunteer activities, starting with the most recent (use additional sheets if necessary). Explain any gaps in employment in comments section below.

EMPLOYER	TELEPHONE ()	DATES EMPLOYED		SUMMARIZE THE TYPE OF WORK PERFORMED AND JOB RESPONSIBILITIES
ADDRESS		FROM	TO	
JOB TITLE		HOURLY RATE/SALARY		
IMMEDIATE SUPERVISOR AND TITLE		STARTING		
REASON FOR LEAVING		\$	PER	
MAY WE CONTACT FOR REFERENCE?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> LATER	HOURLY RATE/SALARY		
		FINAL		
		\$	PER	

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REASON FOR LEAVING		\$	PER	
MAY WE CONTACT FOR REFERENCE?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> LATER	HOURLY RATE/SALARY		
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REASON FOR LEAVING		\$	PER	
MAY WE CONTACT FOR REFERENCE?	<input type="checkbox"/> YES <input type="checkbox"/> NO <input type="checkbox"/> LATER	HOURLY RATE/SALARY		
		FINAL		
		\$	PER	

Comments INCLUDING EXPLANATION OF ANY GAPS IN EMPLOYMENT _____

Skills and Qualifications – Summarize any special training, skills, licenses and/or certificates that may qualify you as being able to perform job-related functions in the position for which you are applying.

Educational Background IF JOB-RELATED

A. List last three (3) schools attended, starting with most recent. B. List number of years completed. C. Indicate degree or diploma earned, if any. D. Grade Point Average or Class Rank. E. Major field of study. F. Minor field of study (if applicable).

A. SCHOOL	B. NUMBER OF YEARS COMPLETED	C. DEGREE DIPLOMA	D. GPA CLASS RANK	E. MAJOR	F. MINOR

References

List name and telephone number of three business/work references who are *not* related to you and are *not* previous supervisors. If not applicable, list three school or personal references who are not related to you.

NAME	TELEPHONE	YEARS KNOWN
	()	
	()	
	()	

Additional Information

List professional, trade, business, or civic associations and any offices held. EXCLUDE MEMBERSHIPS WHICH WOULD REVEAL SEX, RACE, RELIGION, NATIONAL ORIGIN, AGE, COLOR, DISABILITY OR ANY OTHER SIMILARLY PROTECTED STATUS.

ORGANIZATION	OFFICES HELD

List special accomplishments, publications, awards, etc. EXCLUDE INFORMATION WHICH WOULD REVEAL SEX, RACE, RELIGION, NATIONAL ORIGIN, AGE, COLOR, DISABILITY OR OTHER PROTECTED STATUS.

List any additional information you would like us to consider.

I understand that if I am employed, any misrepresentation or material omission made by me on this application will be sufficient cause for cancellation of this application or immediate discharge from the employer's service, whenever it is discovered.

I give the employer the right to contact and obtain information from all references, employers, educational institutions and to otherwise verify the accuracy of the information contained in this application. I hereby release from liability the employer and its representatives for seeking, gathering and using such information and all other persons, corporations or organizations for furnishing such information.

The employer does not unlawfully discriminate in employment and no question on this application is used for the purpose of limiting or excusing any applicant from consideration for employment on a basis prohibited by local, state or federal law.

This application is current for only 60 days. At the conclusion of this time, if I have not heard from the employer and still wish to be considered for employment, it will be necessary to fill out a new application.

If I am hired, I understand that I am free to resign at any time, with or without cause and without prior notice, and the employer reserves the same right to terminate my employment at any time, with or without cause and without prior notice, except as may be required by law. This application does not constitute an agreement or contract for employment for any specified period or definite duration.

I understand that no representative of the employer, other than an authorized officer, has the authority to make any assurances to the contrary. I further understand that any such assurances must be in writing and signed by an authorized officer.

I understand it is this company's policy not to refuse to hire a qualified individual with a disability because of that person's need for a reasonable accommodation as required by the ADA.

I also understand that if I am hired, I will be required to provide proof of identity and legal work authorization.

I represent and warrant that I have read and fully understand the foregoing and seek employment under these conditions.

Signature of Applicant _____ Date ____/____/____



