



# **ARIZONA WATER COMPANY**

---

## **CUSTOMER SERVICE SUPERINTENDENT**

Arizona Water Company, an investor-owned public utility, is seeking a Customer Service Superintendent in Casa Grande, AZ in the Pinal Valley systems.

The Customer Service Superintendent has overall responsibility for supervising customer service department employees, assigning work and ensuring excellent customer service.

Responsible for a variety of tasks and duties, which may include, but would not be limited to, the following:

- Schedule and assign work from both scheduled office orders and unscheduled requests.
- Supervise or conduct customer complaint investigations on high bills, water quality and water pressure complaints.
- Schedule meter reading to comply with reading schedules developed by the company's IT Department.
- Coordinates between Customer Service Representatives and service employees assigned to customer service for working service orders.
- Performs water audits.
- Administers the Division's backflow program.
- Distributes work orders created daily to service employees assigned to customer service.
- Oversees meter readers to create reading routes and assigning account numbers for parcels in new subdivisions.
- Oversees the training of new meter readers.
- Reviews proposed meter reading schedule for each year when requested by the company's IT department.
- Works with Data Processing to add new billing districts.
- Responds to customer requests for water service availability.
- Reviews and conducts cross connection surveys.
- Sends out Notices of Installation and/or Test Reports on backflow to customers.
- Oversees filing of completed reports and notices.
- Supervise the field repair of all stuck or damaged meters.
- Monitor and work with daily operational problems.
- Manage the Company's Meter Replacement Program.
- Make recommendations for improving and streamlining job procedures and departmental operations.
- Evaluate personnel for hire, salary adjustments, promotion, disciplinary and corrective action, and termination.
- Subject to 24-hour on-call status.
- Perform other tasks and duties as directed.

Required knowledge, skills and abilities:

- Thorough knowledge and understanding of company customer service procedures.
- Thorough knowledge of personal computer for managing meter reading program, customer accounting and accessing company templates on forms.
- Ability to supervise, motivate and train personnel and to recognize problems and recommend solutions.
- Excellent interpersonal skills and ability to interact with customers, and demonstrated customer and public relations skills.
- Good oral and written communications capabilities.
- Working knowledge of general plumbing practices and repairs.
- Thorough familiarity with safety practices and procedures.
- Ability to interact with supervisors, co-workers, and the public in a cooperative and professional manner.
- Must have professional demeanor and appearance, be dependable and punctual.
- Ability to perform repetitive physical activities using feet, legs, hands, and arms; walk, sit, stand, bend, stoop, reach, grasp, push, pull, crouch, squat, crawl, and twist.



## **ARIZONA WATER COMPANY**

---

Required education, training and experience:

- High school diploma.
- Minimum three years of experience in the water utility business.
- Must have knowledge of water system and utility construction practices.
- Valid Arizona driver's license and acceptable driving record.
- ADEQ Grade 3 Water Distribution Operator certificate.
- Must have ADEQ Cross-Connection Control Specialist license within one year being in the Customer Service Superintendent position.
- Must live in the Casa Grande/Coolidge area.

Arizona Water Company offers a competitive wage and benefits package. Send detailed resume to [awc-hr@azwater.com](mailto:awc-hr@azwater.com).