



**City of Springfield**  
is seeking applications for  
**Commercial Office Supervisor**

**Department:** The Office of Public Utilities

**Division:** Finance

**Final Date to Apply:** 5/6/2026 at 11:00 PM CST,

**Work Location:** Municipal Center West

**Starting Salary:** \$42,911.50-\$58,445.01

**Work Hours:** Monday – Friday, 8:30 am – 5:00 pm

**Union:** N/A

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**In this role you will:**

- Dually supervise Customer Service staff in the call center and the walk-in area. Implement and adhere to standard operating procedures.
- Assist the Senior Commercial Office Supervisor with all aspects of the Project Relief Program.
- Directly supervise staff in handling complex customer complaints. Correspond with customers both by telephone and in person to resolve problems.
- Assist Senior Commercial Officer Supervisor with all aspects of the Limited Metering Program.
- Enforce the attendance monitoring program, schedule and monitor employee time off schedule, rotate daily shift coverage and overtime approval based on operational needs.
- Recommend and implement improvements on various Customer Service processes to ensure proficiency and efficiency in accommodating customers.

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**Qualifications:**

The ideal candidate will possess knowledge, skills, and mental development equivalent to the completion of two years of college with coursework in business administration or a related field, along with experience in customer service utilizing a data-based customer information system and at least two years of supervisory experience, or any equivalent combination of training and experience. The candidate will also be expected to maintain absolute confidentiality of all Commercial Office business, including personnel matters, union and non-union affairs, purchasing activities, and project-related information. **Preference for employment in all positions with the city shall be given to applicants who are full-time city residents.**

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**Benefits:**

- Deferred Compensation
- Free Health Clinic
- 12 paid sick days annually
- Pension Plan
- 14 paid holidays
- Tuition Reimbursement
- Health, Dental, Vision, and Life Insurance
- 4 weeks paid parental leave
- 10-25 paid vacation days, based on years of service

If assistance in applying is required, please notify the Office of Human Resources at 217-789-2446 or [humanresources@springfield.il.us](mailto:humanresources@springfield.il.us)