

### **CUSTOMER SERVICE SUPERVISOR**

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

#### **DEFINITION**

Under general supervision, to supervise and coordinate customer service program activities and operations including parking administration, utility billing, business licensing, cashiering and reprographics functions; to respond to and resolve difficult and sensitive customer complaints; to ensure work quality and adherence to established policies and procedures; and to perform the more technical and complex tasks relative to assigned area of responsibility.

**EXAMPLES OF DUTIES** - *Examples of duties performed by employees in this class may not include all required duties, nor are all listed tasks necessarily performed by everyone in this class.*

Plans, prioritizes, assigns, supervises, reviews and participates in the work of staff responsible for the provision of customer services involving parking administration, utility billing, business licensing, cashiering and reprographics functions; establishes schedules and methods for providing customer services; develops division policies and procedures; monitors work activities to ensure compliance with established policies and procedures; makes changes and improvements to existing division standards and procedures; recommends and assists in the implementation of goals and objectives; reviews monthly budget expenditures and approves vendor invoices for payment; responds to and resolves highly sensitive and complex customer complaints; reviews parking citations and collects appropriate fees; issues and renews business licenses according to established rules and regulations; collects fees for various City utilities including water, sewer and trash; monitors customer accounts and prepares appropriate fee adjustments; contacts customers regarding delinquent accounts; oversees cashiering functions including the review of daily cash receipts, bank totals and ledger entries; coordinates various graphic reproduction activities including preparation of flyers and other materials; participates in the selection of customer service staff; provides or coordinates staff training; works with employees to correct deficiencies; implements discipline procedures; performs related duties and responsibilities as required.

#### **MINIMUM QUALIFICATIONS**

##### **Knowledge of:**

- Operations, services and activities of a customer service program;
- Methods and techniques of effective customer service;
- Principles and practices of clerical accounting;
- Principles of supervision, training and performance evaluation;
- Modern and complex principles and practices of cash handling;
- Applicable City parking and business licensing codes and ordinances; and
- Basic mathematical principles;
- Principles and procedures of financial record keeping and reporting;

- Modern office procedures, methods and equipment including computers; and
- Pertinent Federal, State and local laws, codes and regulations;

**Ability to:**

- Supervise, organize and review the work of lower level staff;
- Select, supervise, train and evaluate staff;
- Provide responsible and effective customer services to the public;
- Respond to requests and inquiries from the general public;
- Perform a variety of mathematical calculations quickly and accurately;
- Oversee City cashiering and reporting functions;
- Ensure compliance with appropriate City codes and ordinances;
- Interpret and explain City policies and procedures;
- Prepare clear and concise reports;
- Communicate clearly and concisely, both orally and in writing; and
- Establish and maintain effective working relationships with those contacted in the course of work.

**Experience and Training Guidelines**

**Experience:** Four years of increasingly responsible customer service and cash handling experience including one year of lead supervisory responsibility.

**Training:** Equivalent to the completion of the twelfth grade supplemented by specialized training in business administration or a related field.

**WORKING CONDITIONS**

**Environmental Conditions:** Office environment; exposure to computer screens; extensive public contact.

**Physical Conditions:** Essential functions may require maintaining physical condition necessary for walking, standing or sitting for prolonged periods of time.