

CUSTOMER SERVICE SUPERVISOR

NATURE OF WORK IN THIS CLASS:

This is complex supervisory work in providing assistance and responding to customer inquiries and requests for department and agency services.

ILLUSTRATIVE EXAMPLES OF WORK: *(These examples do not list all the duties which may be assigned; any one position may not include all the duties listed.)*

Supervises and conducts investigations on customer complaints concerning inquiries and requests that are complex in nature; and makes the appropriate adjustments as necessary.

Supervises the processing of inquiries and requests for services.

Responds to inquiries regarding the types of services and their availability and answers questions on other related matters.

Supervises the maintenance of records and preparation of reports.

Formulates working procedures and other appropriate guidelines.

Performs other related duties as required.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of office practices and procedures.

Ability to learn, interpret and apply department or agency policies and procedures.

Ability to supervise the work of others.

Ability to tactfully handle irate customers and maintain self-control.

Ability to make decisions in accordance with appropriate program guidelines.

Ability to perform arithmetic computations.

Ability to communicate effectively, orally and in writing.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES: (CONT'D.)

Ability to work effectively with the public and employees.

Ability to maintain records and prepare reports.

MINIMUM EXPERIENCE AND TRAINING:

- A) One year of clerical experience involving public contact work and arithmetic computations and one year of experience as a customer service representative or related work:
- B) Any equivalent combination of experience and training which provides the minimum knowledge, skills and abilities.

ESTABLISHED: JULY 1980

AMENDED: SEPTEMBER 2004

PAY GRADE: J

HAY EVALUATION:

KNOW HOW:	D12	152
PROBLEM SOLVING:	C3 (29%)	43
ACCOUNTABILITY:	D1C	<u>57</u>
TOTAL POINTS		252



**JUAN K. CALVO, Acting
Executive Director
Civil Service Commission**