

CUSTOMER SERVICE MANAGEMENT

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| SUMMARY | Directly supervise and manage the activities of customer service representatives. |
| PRIMARY DUTIES & RESPONSIBILITIES | <ul style="list-style-type: none"> • Supervise the work of office, administrative, or customer service employees to ensure adherence to quality standards, deadlines, and proper procedures, correcting errors or problems. • Resolve customer complaints or answer customers' questions regarding policies and procedures. • Provide employees with guidance in handling difficult or complex problems or in resolving escalated complaints or disputes. • Review records or reports pertaining to activities such as production, payroll, cash receipts, applications and licensing to verify details, monitor work activities, or evaluate performance. • Discuss job performance problems with employees to identify causes and issues and to work on resolving problems. |
| KSA's | <ul style="list-style-type: none"> • Supervisory and managerial principles and techniques, including functions such as hiring/separations, promotions, employee development and effective discipline • Providing effective guidance to subordinate staff • Determine personnel needs of the units • Applicable program rules, regulations, policies and procedures, systems, and relevant statutes • Customer and Personal Service — Knowledge of principles and processes for providing customer and personal services. This includes customer needs assessment, meeting quality standards for services, and evaluation of customer satisfaction. • Problem resolution techniques • Methods of developing performance and productivity standards, principles and practices of effective public administration • Oral and written interpersonal communications • Develop quality program rules, regulations, policies and procedures for effective customer service operations • Establish and maintain effective working relationships |

CUSTOMER SERVICE MANAGEMENT

| HRIS TITLE | CUST SVC UNIT SPV | CUST SVC SECTION SPV | CUST SVC MGR | CUST SVC MGR SR | CUST SVC ADMR |
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| JOB TITLE | CUSTOMER SERVICE UNIT SUPERVISOR | CUSTOMER SERVICE SECTION SUPERVISOR | CUSTOMER SERVICE MANAGER | CUSTOMER SERVICE MANAGER SENIOR | CUSTOMER SERVICE ADMINISTRATOR |
| JOB CODE | AUN04792 | AUN08296 | AUN03700 | AUN04835 | AUN09078 |
| GRADE | 18 | 20 | 21 | 23 | 25 |
| FLSA STATUS | VARIABLE | VARIABLE | EXEMPT | EXEMPT | EXEMPT |
| DETAILED DUTIES AND RESPONSIBILITIES | Supervises a defined unit and/or an office of customer service representatives. Responsible for activities including appropriate management of unit personnel needs, conducting performance appraisals, determining training needs of staff, recommending and implementing goals, objectives, and schedules. May work under adverse conditions in a production environment which may involve face to face contact with irate or hostile customers. Collects and reviews data necessary for the preparation of management reports. May perform accounting functions and budget projections for unit. | Supervise section with an agency with multiple units of customer service representatives. Responsible for section activities. Resolves unusual and complex customer complaints or problems under sometimes adverse conditions. Ensures appropriate management of personnel needs. May compose correspondence and reports for upper management. | Manages a customer service team, generally comprised of multiple sections and/or units. Confers with peers and higher level management in decision making, clarifying information and resolving common problems. Manages work processes and systems; instructs staff members in proper use of complex system of methods, procedures, rules or regulations used by the team. Reviews and approves reports prepared by subordinates or specialists. May write policy and operating procedures for division or agency. | Manages a customer service team, generally comprised of multiple sections and/or units. Maintains work standards, procedures, methods, and rules. Confers with staff and representatives of other divisions, sections or work units in decision making, clarifying information and resolving common problems. Manages work processes and systems; instructs staff members in proper use of complex system of methods, procedures, rules or regulations used by the team. Reviews and approves reports prepared by subordinates or specialists. May write policy and operating procedures for division. | Oversees continuous improvement processes in the activities and overall operations of multiple customer service teams within the agency. Establishes and maintains work standards, procedures, methods and rules. Confers with agency leadership to resolve strategic issues. Researches law, rules and regulations and writes policy and operating procedures for agency. |
| MANAGEMENT OF RESOURCES | Supervises lower level Customer Service Representatives | Supervises subordinates which may include subordinate supervisors | Manages subordinate section supervisors within agency. | Manages subordinate sections or units within agency. | Oversees Customer Service Section(s) within the agency. |
| SUPERVISION RECEIVED | Works under general direction of higher level management | Works under general direction of higher level management | Works under general direction of higher level management | Works independently under direction of higher level management | Works independently under direction of higher level management |
| BUDGETARY RESPONSIBILITY | None | None | May manage the section's budget | May manage the section's budget | Manage budget and spending authority |

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| DECISION MAKING AUTHORITY | Participates in the establishment of guidelines and policies. Has the authority to direct subordinate staff. | Participates in the establishment of guidelines and policies. Has the authority to direct subordinate staff. | Participates in the establishment of guidelines and policies. Has the authority to direct subordinate staff. | Full authority over subordinates who may include supervisory staff. | Full authority over Customer Service Section(s) within the agency. |
| EDUCATION & EXPERIENCE | Customer Service experience | Customer Service experience / Supervisory experience a plus | Previous supervisory or management experience in a Customer Service environment. | Previous supervisory or management experience in a Customer Service environment. | Previous management experience in a Customer Service environment. |
| LICENSURE / CERTIFICATION | Some positions may require certification | Some positions may require certification | Some positions may require certification | Some positions may require certification | Some positions may require certification |
| OTHER SELECTIVE PREFERENCES | Varies by position | Varies by position | Varies by position | Varies by position | Varies by position |