

CSC Adopted: June 2017 CSC Revised: N/A

Class Title: Customer Service Supervisor

BRIEF DESCRIPTION OF THE CLASSIFICATION:

Oversees the day to day operations of a call center, assuring that customers enjoy a positive, professional and complete interaction with all team members. Supports strategic improvements consistent with departmental goals and initiatives, focusing on improving customer retention through a high quality customer experience. Measures and provides appropriate performance and behavioral feedback to assigned team members. Assists in the design or implementation of continual improvement projects. Offers suggestions to management with ideas on how to improve customer interaction, employee morale and streamline processes.

ESSENTIAL FUNCTIONS:

This information is intended to be descriptive of the key responsibilities of the classification. The following examples do not identify all duties performed by any single incumbent. Specific requirements of individual positions are described in the Job Description.

	Physical Strength Code	ESSENTIAL FUNCTIONS
1	L	Oversees and evaluates the operations of subordinate staff in the customer service call center; plans, manages, and directs the customer service activities; Develops and authorizes related activities to implement plans and accomplish goals; ensures achievement of service goals, developmental strategies, and enhanced customer satisfaction.
2	L	Measures and provides appropriate performance and behavioral feedback to assigned team members.
3	L	Assists in the design or implementation of continual improvement projects.
4	L	Offers suggestions to management with ideas on how to improve customer interaction, employee morale and streamline processes.

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CLASS REQUIREMENTS:

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Formal Education / Knowledge	Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four years of college resulting in a Bachelor's degree or equivalent.
Experience	Five years customer service management or municipal operations management experience.
Certifications and Other Requirements	City of Norfolk residency required within six (6) months of employment.
Reading	Work requires the ability to read memoranda, letters, ordinances, spreadsheets, graphs, and general correspondence.
Math	Work requires the ability to perform general math calculations such as addition, subtraction, multiplication, division, algebra, geometry and trigonometry.
Writing	Work requires the ability to write reports, emails, memoranda, business letters, and correspondence.
Managerial	Managerial responsibilities include managing customer service staff and operations, organizing budgetary operations, and implementing new programs and procedures within the department.
Budget Responsibility	Responsible for the final approval of one departmental budget and presents the budget to the Budget Office and Senior Management; is authorized to approve budgeted expenditures up to the amount that requires the approval of Senior Management.
Supervisory / Organizational Control	Work requires managing and monitoring work performance by directing subordinate supervisors or administrators, including making final decisions on hiring and disciplinary actions, evaluating program/work objectives and effectiveness, and realigning work and staffing assignments, as needed.
Complexity	Work is widely varied, involving analyzing and evaluating many complex and significant variables. Work requires the exercise of independent thinking within the limits of policies, standards, and precedents. City-wide policies, procedures, or precedents are developed and/or recommended.
Interpersonal / Human Relations Skills	Contacts others within the organization. These contacts may involve similar work units or departments within the City which may be involved in decision making or providing approval or decision making authority for purchases or projects. Works with individuals outside the City who may belong to professional or peer organizations. Working with various state and federal agencies may also be required. Vendors and suppliers may also be called upon for information on purchases, supplies or products. Meetings and discussions may be conducted with customers and sales representatives.

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OVERALL PHYSICAL STRENGTH DEMANDS:

Sedentary	Light	X	Medium	Heavy	Very Heavy
S = Sedentary Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time	L = Light Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		M = Medium Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	H = Heavy Exerting 50-100 lbs. occasionally, 25-50 lbs. frequently, or up to 10-20 lbs. constantly.	VH = Very Heavy Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C = Continuously 2/3 or more of the time.	F = Frequently From 1/3 to 2/3 of the time.	O = Occasionally Up to 1/3 of the time.	R = Rarely Less than 1 hour per week.	N = Never Never occurs.
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This is a description of the way the job is currently performed; it does not address the potential for accommodation.

PHYSICAL DEMANDS	FREQUENCY CODE	DESCRIPTION
Standing	F	Copier, fax machine, presentations, managing customer service center
Sitting	F	Computer, desk work, meetings, driving
Walking	F	Inter-office, to/from meetings
Lifting	R	Office supplies, reports, and files
Carrying	R	Office supplies, reports, and files
Pushing/Pulling	R	Files cabinets, drawers, and chairs
Reaching	O	Office supplies, reports, telephone, and files
Handling	O	Office supplies, records, and reports
Fine Dexterity	F	Computer keyboard, calculator, writing, and telephone keypad
Kneeling	R	Filing in cabinet drawers
Crouching	R	Filing in cabinet drawers
Crawling	R	Filing in cabinet drawers
Bending	O	Picking up supplies
Twisting	O	To/From computer, desk, and telephone
Climbing	R	Stairs
Balancing	R	On stairs
Vision	C	Computer monitor, reading, writing, supervision of staff, and driving
Hearing	C	Communicating with personnel, general public, and at meetings
Talking	F	Communicating with personnel, general public, and at meetings
Foot Controls	O	Driving
Other (specify)	N	

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MACHINES, TOOLS, EQUIPMENT, AND WORK AIDS:

Copy machine, fax machine, telephone, calculator, general office supplies, computer, printer, Standard Windows and Office software, occasionally City Vehicle.

ENVIRONMENTAL FACTORS:

D = Daily	W = Several Times Per Week	M = Several Times Per Month	S = Seasonally	N = Never
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HEALTH AND SAFETY		ENVIRONMENTAL FACTORS	
Mechanical Hazards	N	Dirt and Dust	N
Chemical Hazards	N	Extreme Temperatures	N
Electrical Hazards	N	Noise and Vibration	N
Fire Hazards	N	Fumes and Odors	D
Explosives	N	Wetness/Humidity	N
Communicable Diseases	N	Darkness or Poor Lighting	N
Physical Danger or Abuse	N		
Other (see 1 below)	N		

PRIMARY WORK LOCATION	
Office Environment	X
Warehouse	--
Shop	--
Vehicle	--
Outdoors	--
Other (see 2 below)	--

- (1)
- (2)

PROTECTIVE EQUIPMENT REQUIRED:

N/A

NON-PHYSICAL DEMANDS:

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NON-PHYSICAL DEMANDS	
Time Pressures	F
Emergency Situations	O
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	F
Working Closely with Others as Part of a Team	C
Tedious or Exacting Work	F
Noisy/Distracting Environment	R
Other (see 3 below)	N

- (3)