

## CUSTOMER SERVICES SUPERVISOR

Job Code	Pay Grade
17094	CL18

### Nature of Work

This is highly responsible problem solving work leading and supervising subordinates in the coordination and administration of the customer service area of the Utilities Department. An employee in this class is responsible for supervising a technical staff performing highly automated tasks to administer customer service and call center services in the Customer Service Division of Utilities. Duties include compiling and analyzing data, preparing statistical reports and assisting technical staff on the skill based call routing procedures. Duties include supervising the design and delivery of learning programs promoting professional growth and development at all levels within the department. Work is performed under general supervision with considerable independent judgment and initiative exercised in carrying out the daily operations of the section. This position reports to the Division Manager or designee.

### Minimum Qualification Requirements

- 6 years analytical automated billing, collection, fiscal records, audit, accounting, finance, customer relations, and purchasing matters that includes system wide responsibility for responding to customer requests and problems or related field that includes 1 year as lead worker or supervisor; or
- Associate's degree in business, finance, accounting, information technology, public relations or a related field and 4 years experience as described above; or
- An equivalent combination of education, training, and/or experience.

### Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License (CDL) and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

### Illustrative Tasks (These are examples and are not all inclusive.)

- Supervises, mentors, and coaches personnel implementing customer services/call center functions and activities.
- Evaluates processes within the Customer Services Section.
- Ensures that best practices are followed between the Customer Services Section and other Utilities Department divisions.
- Ensures best business practices by cross training with the Payment Processing section and provides back up supervision as needed.
- Identifies deficiencies in operations, business processes and customer service that require amendments to operating policies and procedures.
- Tracks trends of customer needs, expectations and recurring problems; analyzes, develops and updates customer service processes; prepares flowcharts and makes recommendations for changes.
- Researches and compiles reports.
- Analyzes issues and impacts affecting Pinellas County utility customers.
- Structures cross-departmental work groups.
- Facilitates information sharing between departments for the collection, analysis, evaluation, and presentation of data for the purpose of streamlining and closing gaps on work processes.
- Assists technical staff in developing, maintaining and upgrading support systems such as call monitoring, interactive voice response, skill based routing phone systems, work management systems and customer information systems.
- Ensures efficient and effective office processes taking initiative to meet business goals.
- Performs related work as assigned or required.

## CUSTOMER SERVICES SUPERVISOR (continued)

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### Knowledge, Skills, and Abilities

- Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations.
- Knowledge of business English, spelling, arithmetic and bookkeeping standards.
- Knowledge of the principles and procedures of office management and supervision.
- Knowledge of county automation systems and the operation of commercial word processing, database, and spreadsheet programs.
- Knowledge of departmental organization and functions.
- Knowledge of the effective use of alternative media presentation and format.
- Knowledge of research techniques, methods and procedures.
- Skill in making formal oral presentations to staff.
- Skill in planning, developing, evaluating, and implementing policies and procedures.
- Ability to use and be proficient in computer applications and software.
- Ability to make decisions in accordance with laws, regulations, ordinances, or policy, and apply these to work problems.
- Ability to develop effective office or field work procedures and clerical training programs.
- Ability to communicate effectively in verbal, written, graphic and visual form.
- Ability to independently analyze and solve problems, and render effective advice or assistance.

For official use only

Revised	EEOC Code	Overtime Code
11/15	Professionals	Classified/Excluded