

## City of Fort Worth, Texas Job Description

<b>Classification Title</b>	Customer Service Supervisor		
<b>Job Code:</b>	PR1411	<b>Job Family:</b>	Professional
<b>Pay Grade</b>	608	<b>Date Reviewed:</b>	07/08/15
<b>FLSA Status</b>	Exempt	<b>Date Revised:</b>	

### GENERAL SUMMARY

Supervises and coordinates customer service program activities and operations in support of assigned department. Coordinates assigned activities with other divisions, outside agencies and the general public; and provides complex staff assistance to assigned managerial staff.

### ESSENTIAL DUTIES & RESPONSIBILITIES

*The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Incumbents may be requested to perform job-related tasks other than those specifically presented in this description.*

1. Supervises staff, which includes prioritizing and assigning work; conducting performance evaluations; ensuring staff is trained; ensuring employees follow policies and procedures; maintaining a healthy and safe working environment; and, making hiring, termination, and disciplinary decisions or recommendations.
2. Coordinates the organization, staffing and operational activities for customer services in support of assigned department. Responds to customer inquiries or complaints.
3. Participates in the development and implementation of goals, objectives, policies and priorities. Recommends and implements resulting policies and procedures.
4. Identifies opportunities for improving service delivery methods and procedures; identifies resource needs; reviews with appropriate management staff; and implements improvements.
5. Directs, coordinates and reviews the work plan for assigned customer services and activities; assigns work activities and projects; monitors work flow; reviews and evaluates work products, methods and procedures; and meets with employees to identify and resolve problems.
6. Monitors and evaluates the quality, responsiveness, efficiency and effectiveness of assigned city service programs, service delivery methods and procedures; and works with employees on the continuous improvement of city services.
7. Participates in the development and administration of assigned program budget. Forecasts funds needed for staffing, equipment, materials and supplies; monitors and approves expenditures; and recommends adjustments, as necessary.

8. Provides staff assistance to assigned managerial staff; participates on a variety of committees; and prepares and presents staff reports and other correspondence as appropriate and necessary.
9. Attends and participates in professional group meetings; and stays abreast of new trends and innovations in the field of customer services.
10. Performs other related duties as required.
11. Adheres to assigned work schedule as outlined in the Department and City attendance policies and procedures; ensures all behaviors comply with the City's Personnel Rules and Regulations.

## **KNOWLEDGE, SKILLS & ABILITIES**

- **Knowledge of:**

- Operational characteristics, services and activities of a customer service program within the area of assignment.
- Modern and complex principles and practices of court docket preparation, as assigned.
- Basic operational characteristics of a municipal court, as assigned.
- Principles and procedures of customer billing and collections.
- Principles and procedures of financial record keeping and reporting.
- Methods and techniques of police offense report transcription, as assigned.
- Principles and procedures of record keeping.
- Circulation policies and procedures, as assigned.
- Principles of business letter writing and basic report preparation.
- Principles of supervision, training and performance evaluation.
- Modern and complex principles and practices of customer service.
- Principles of municipal budget preparation and control.
- Pertinent Federal, State and local laws, codes and regulations.
- City Treasury policies and procedures, as assigned.

- **Skill in:**

- Customer service.
- Organization and time management.
- Computers and applicable software.
- Interpersonal relations.
- Problem solving and conflict resolution.
- Analysis.

- **Ability to:**

- Communicate clearly and effectively, both orally and in writing.
- Supervise, direct and coordinate the work of subordinate employees.
- Select, supervise, train and evaluate subordinate employees.
- Develop and review performance measures.
- Recommend and implement goals and objectives for providing effective customer services.
- Interpret and explain City customer service policies and procedures.

- Oversee and participate in the management of a comprehensive customer service program within the area of assignment.
- Oversee customer billing and revenue collection activities.
- Respond to requests and inquiries from the general public.
- Prepare clear and concise reports.
- Establish and maintain effective working relationships.

## **MINIMUM JOB REQUIREMENTS**

HS Diploma/GED and four years of responsible customer service experience within the area of assignment, including one year of administrative and/or lead supervisory experience.

## **OTHER REQUIREMENTS**

None.

## **WORKING CONDITIONS**

*The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Depending on assignment, positions in this class typically require touching, talking, hearing, seeing, grasping, standing, walking and repetitive motions.

## **PHYSICAL DEMANDS**

*The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

Sedentary Work – Depending on assignment, positions in this class typically exert up to 10 pounds of force occasionally, a negligible amount of force frequently, and/or or constantly having to lift, carry, push, pull or otherwise move objects. Sedentary work involves sitting most of the time. Jobs are sedentary if walking and standing are required only occasionally and all other sedentary criteria are met.