



Customer Services Supervisor

Category: Classified/Excluded
Pay Grade: C26
Job Code: 17094

To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JOB SUMMARY

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.

ESSENTIAL JOB FUNCTIONS (examples, 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;
- Mentors, coaches, counsels, and provides leadership and recognition to employees in the work unit; which results in an increased service level to the customers;
- 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;
- Serves as an ambassador for the organization by creating a positive experience for internal and external customers.
- Serves as a liaison between PCU and the emergency after-hours answering service by reviewing and approving contractual agreements between PCU and Transportation and Storm Water and the emergency after-hours answering service.

- Ensures efficient and effective office processes taking initiative to meet business goals;
- Performs other related job duties as assigned.

QUALIFICATIONS

Education and Experience:

Six (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 one (1) year as lead worker or supervisor; or Associate's degree in business, finance, accounting, information technology, public relations or a related field and four (4) years of experience as described above; or an equivalent combination of education, training and/or experience.

Special Qualifications (May be required depending on area of assignment):

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Membership to the ICSA (International Customer Service Association) CPM.
- Public Manager Certification.
- Other highly desirable knowledge, skills, abilities, and credentials required for a specific position.

Knowledge, Skills and Abilities:

- Knowledge of laws and rules governing procedures and legal requirements encountered in government office operations;
- Knowledge of SAP transactions, functionality and impacts;
- 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; and
- Ability to independently analyze and solve problems, and render effective advice or assistance.

PHYSICAL/MENTAL DEMANDS

The work is sedentary work and requires exerting up to 10 pounds of force occasionally and negligible amount of force constantly to move objects. Additionally, the following physical abilities are required:

- Crawling: Moving about on hands and knees or hands and feet.
- Feeling: Perceiving attributes of objects, such as size, shape, temperature or texture by touching with skin, particularly that of fingertips.
- Fingering: Picking, pinching, typing, or otherwise working, primarily with fingers rather than with the whole hand as in handling.
- Grasping: Applying pressure to an object with the fingers and palm.
- Handling: Picking, holding, or otherwise working, primarily with the whole hand.
- Hearing: Perceiving the nature of sounds at normal speaking levels with or without correction. Ability to receive detailed information through oral communication, and to make the discrimination in sound.

- Kneeling: Bending legs at knee to come to a rest on knee or knees.
- Lifting: Raising objects from a lower to a higher position or moving objects horizontally from position-to-position. Occurs to a considerable degree and requires substantial use of upper extremities and back muscles.
- Mental Acuity: Ability to make rational decisions through sound logic and deductive processes.
- Reaching: Extending hand(s) and arm(s) in any direction.
- Repetitive Motion: Substantial movements (motions) of the wrist, hands, and/or fingers.
- Speaking: Expressing or exchanging ideas by means of the spoken word including the ability to convey detailed or important spoken instructions to other workers accurately and concisely.
- Standing: Particularly for sustained periods of time.
- Talking: Expressing or exchanging ideas by means of the spoken word including those activities in which they must convey detailed or important spoken instructions to other workers accurately, loudly, or quickly.
- Visual Acuity: Have close visual acuity such as color differentiation, depth perception, and adequate field vision.
- Walking: Moving about on foot to accomplish tasks, particularly for long distances or moving from one work site to another.

WORKING CONDITIONS

Work is typically performed in a safe and secure work environment that may periodically have unpredicted requirements or demands.