

CITY OF CHATTANOOGA

Classification Specification Title: Customer Service Supervisor

Department: IDP

Pay Grade: GS.09

Supervision Received From: Director 311 Operations

FLSA Status: Exempt

Supervisory Responsibility For: Customer Service Rep.

Established: 10/12/18

Reviewed Dates: 4/1/25;

**8/27/24; 11/17/23; 10/20/23;
1/26/23**

CLASSIFICATION SUMMARY:

Incumbents in this classification are responsible for coordinating and supervising the operations of the 311 Service Center, including scheduling projects, coordinating equipment and manpower, processing documentation, and overseeing work activities related to the 311 Service Center. Duties include hiring, training, and evaluating service center staff; handling escalated issues; ensuring staff is up-to-date; creating work assignments and scheduling staff; assisting in preparing and managing call center budget; establishing and maintaining service center policies and procedures.

Supervises and assists in performing support and operational system functions that contribute to overall business operations. Work requires limited supervision and the use of independent judgment and discretion.

SERIES LEVEL:

The Customer Service Supervisor is a fifth level of a five-level Customer Service Series.

ESSENTIAL FUNCTIONS:

(The following duties ARE NOT intended to serve as a comprehensive list of all duties performed by all employees in this classification, only a representative summary of the primary duties and responsibilities. Incumbent(s) may not be required to perform all duties listed and may be required to perform additional, position-specific duties.)

Supervises, directs, and evaluates assigned staff, processing employee concerns and problems, directing work, counseling, disciplining, and completing employee performance appraisals; participates in the hiring process; conducts or coordinates training activities.

Supervises customer service staff to include prioritizing and assigning work; conducting performance evaluations; ensuring staff are trained; ensuring that employees follow policies and procedures; maintaining a healthy and safe working environment and making hiring, termination and disciplinary recommendations.

Supervises the day-to-day activities of the Service Center which includes planning, coordinating, administering and evaluating projects, processes, procedures, systems, standards and/or service offerings; ensuring compliance with Federal, State and Local laws, regulations, codes and/or standards.

May supervise and direct the implementation of administrative operations, data, and records management, clerical support, program research, workflow development, budgeting, Geographic Information System (GIS) applications, and reporting processes; develops and implements lifecycle prediction programs.

Coordinates daily work activities; organizes/prioritizes projects and makes work assignments; consults with assigned staff; assists with complex/problem situations and provides technical expertise.

Maintains excellent customer service standards in the 311 Service Center.

Responsible for Quality Assurance for all Customer Service Staff. Helps capture metrics/data for analysis and review. Monitors, listens, evaluates and documents call records for the 311 performance measure reports for employee reviews.

Helps prepare and administer division budget; prepares cost estimates for budget recommendations; submits justifications for budget items; monitors and controls expenditures.

Supervise, Process and Approve payroll for 311 Service Center in Time-Clock Manager and Oracle. Responsible for invoices for accounts payable for the 311 Service Center in Oracle along with the Director of 311 Operations.

Participates in/on a variety of meetings, committees, user groups and/or other related groups in order to receive and/or convey information. Collaborates with and coordinates activities with internal departments, residents and other external agencies.

Resolves complex/escalated requests for service to appropriate internal department(s). Conducts research utilizing a variety of internal sources in order to provide accurate and timely information in response to requests for information from callers.

Must meet regular attendance requirements.

Must be able to maintain good interpersonal relationships with staff, co-workers, managers and citizens.

Must accomplish the essential functions of the job, with or without reasonable accommodations, in a timely manner.

Performs other duties as assigned.

DEPARTMENT SPECIFIC DUTIES (if any):

Must be able to perform Customer Service Representative, Customer Service Specialist, and Customer Service Team Lead duties and responsibilities. In the absence of The Director of 311 Operations, would serve as secondary incumbent for these responsibilities and may be required to serve in such capacity.

Troubleshoots equipment connections, setups, applications and program issues. Tests and distributes office equipment, cables, keyboards/mouse, monitors, and headphones, when needed.

MINIMUM QUALIFICATIONS:

Must be able to perform Customer Service Representative, Customer Service Specialist, and Customer Service Support Coordinator duties and responsibilities. In the absence of The Director of 311 Operations, would serve as secondary incumbent for these responsibilities and may be required to serve in such capacity.

Troubleshoots equipment connections, setups, applications and program issues. Tests and distributes office equipment, cables, keyboards/mouse, monitors, and headphones, when needed.

Seven (7) Years of any combination of relevant education, training or experience sufficient to perform the essential duties of the job will be considered. An example of relevant experience would be seven (7) years in a leadership role in a Service Center environment responsible for customer service and communication type work. Examples of relevant education: Bachelor's Degree in Communications.

LICENSING AND CERTIFICATIONS:

Must have or obtain Customer Service Supervisor Certification within one (1) year of employment.

KNOWLEDGE AND SKILLS:

Knowledge of supervisory principles; basic budgeting principles; customer service principles, financial accounting principles, public relations principles and City-provided services.

Skill in monitoring and evaluating the work of subordinate staff; prioritizing and assigning work; training subordinate staff on work methods and procedures; developing and administering budgets; providing customer service; conducting research; keyboarding; using a computer and related software applications and communication and interpersonal skills as applied to interaction with coworkers, supervisor, and the general public, sufficient to exchange or convey information and to receive work direction. Report preparation methods and principles, interpreting and applying guidelines, identifying/communicating applicable laws, ordinances, codes, rules and regulations, applying independent judgment, performing mathematical calculations, interpreting and applying guidelines.

PHYSICAL DEMANDS:

Positions in this class typically require reaching, fingering, grasping, talking, hearing, seeing and repetitive motions.

WORK ENVIRONMENT:

Sedentary Work: Exerting up to 10 pounds of force occasionally and/or a negligible amount of force frequently or constantly to lift, carry, push, pull or otherwise move objects, including the human body. 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.

SPECIAL REQUIREMENTS:

Safety Sensitive: N

Department of Transportation - CDL: N

Child Sensitive: N

The City of Chattanooga, Tennessee is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourage both prospective and current employees to discuss potential accommodations with the employer.