



Title: Customer Advocacy Supervisor

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to supervise personnel and oversee customer advocacy activities. This is accomplished by supervising staff, performing administrative duties, reviewing policy and procedures, analyzing data, tracking and reporting information, and documenting and preparing correspondence.

ESSENTIAL FUNCTIONS:

Note: This information is intended to be descriptive of the key responsibilities of the position. The list of essential functions below does not identify all duties performed by any single incumbent in this position. Additionally, please be aware of the legend below when referring to the physical demands of each essential function.

(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; 10-25 lbs. frequently; or up to 10-20 lbs. constantly.	(V) Very Heavy Exerting over 100 lbs. occasionally; 50-100 lbs. frequently; or up to 20-50 lbs. constantly.
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#	Code	Essential Functions	% of Time
1	L	Supervises staff and performs administrative duties by coordinating, assigning, and reviewing work and office coverage, monitoring customer advocacy calls and providing feedback, resolving employee issues and grievances, preparing performance evaluations, determining individual performance goals, providing training to new employees, tracking unit expenditures, and assisting in development of department budget.	25 %
2	L	Reviews programs, policies and procedures by evaluating complaints by investigating and obtaining information, reviewing and making independent judgment on appropriateness of resolutions, organizing cases to allow favorable decisions, developing methods or procedures related to programs or policies, maintaining or developing administrative guidelines, manuals, and materials, and working closely with internal departments to facilitate timely responses to customer complaints/resolution.	25 %
3	L	Tracks and reports information by monitoring status of passenger complaints to ensure resolution and written response from designated department investigator, analyzing passenger complaints to determine potential patterns of violations, service reliability issues, and quality of service issues, reviewing and entering passenger complaints into department database, generating and providing complaint status report to department manager, recommending corrective actions, and coordinating with other departments to resolve complaints and analysis of trends.	25 %
4	L	Provides public information services by representing the department and District at various meetings within the District and	15 %



		with external groups on customer advocacy issues, responding to complaints and requests for information in writing, over the telephone, and in person, and enhancing quality and responsiveness to complaints.	
5	L	Participate in District's employee grievance procedure for non-compliance of ADA requirements.	10 %

JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires broad knowledge in a general professional or technical field. Knowledge is normally acquired through four (4) years of an accredited college or university resulting in a Bachelor's degree or equivalent in Business Administration, Public Administration, or a related field.</p> <p>Additional directly related experience beyond the minimum requirement may substitute for the required education based on the ratio of one and a half (1.5) years of experience for each (1) year of education.</p>
Experience	A minimum of three (3) years of experience in customer service, complaint management, or working with persons with disabilities, including one (1) year of supervisory experience in a customer service environment.
Supervision	Work requires supervising and monitoring performance for a regular group of employees or department including providing input on hiring/disciplinary actions and work objectives/ effectiveness, performance evaluations, and realigning work as needed.
Human Collaboration Skills	Decisions regarding implementation of policies may be made. Contact may involve support of controversial positions or the negotiation of sensitive issues or important presentations. Contacts may involve stressful, negative interactions with the public requiring high levels of tact and the ability to respond to aggressive interpersonal interactions.
Freedom to Act	The employee normally performs the duty assignment according to his or her own judgment, requesting supervisory assistance only when necessary. Special projects are managed with little oversight and assignments may be reviewed upon completion. Performance reviewed periodically.
Technical Skills	Skilled: Work requires a comprehensive, practical knowledge of a technical field with use of analytical judgment and decision-making abilities appropriate to the work environment of the organization.
Budget Responsibility	Position has moderate fiscal responsibility. May be responsible for the billing, collection and/or accounting of funds. May be responsible for the handling and balancing of cash.
Reading	Advanced - Ability to read literature, books, reviews, scientific or technical journals, abstracts, financial reports, and/or legal documents. Ordinarily, such education is obtained in at the college level or above.



	However, it may be obtained from experience and self-study.
Math	Intermediate - Ability to deal with system of real numbers; practical application of fractions, percentages, ratios/proportions and measurement. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Writing	Intermediate - Ability to write reports, prepare business letters, expositions, and summaries with proper format, punctuation, spelling, and grammar, using all parts of speech. Ordinarily, such education is obtained in high school up to college. However, it may be obtained from experience and self-study.
Certification & Other Requirements	

KNOWLEDGE
<ul style="list-style-type: none"> • Intermediate statistical analysis, including methods and techniques of tracking, recording, and presenting statistical data. • General methods of tactful public communication. • Principles and practices of customer service. • Principles of supervision and motivation theory. • Correct English usage and grammar. • Public relations methods. • Conflict resolution methodologies.

SKILLS
<ul style="list-style-type: none"> • Advanced word processing, spreadsheet, presentation and database software • Specialized software related to functional area

ABILITIES
<ul style="list-style-type: none"> • Work in a fast-paced environment, prioritize work and meet critical deadlines. • Effectively identify appropriate department responsibility for responding to customer complaints. • Establish and maintain effective working relationships with others. • Present a positive image of the District. • Handle all internal and external contacts with courtesy, diplomacy, and tact. • Read, analyze, and interpret District policies, including the District's policy on provision of service to elderly and disabled passengers. • Write reports, business correspondence, and procedure manuals. Effectively present information and respond to questions from groups, managers, customers, and the general public. • Analyze customer complaint and comment data in order to identify trends, issues, or opportunities, including the preparation of complex reports. • Effectively identify appropriate department responsible for responding to the



customer complaint.

- Educate District personnel on issues, trends, or opportunities identified through the customer complaint process.
- Promote awareness and collaborate effectively with management regarding issues related to passengers with disabilities and the elderly.
- Deal with difficult people and situations.
- Resolve conflict and collaborate on solutions to enhance customer service.
- Learn system processes related to department and job.
- Learn, analyze, interpret and apply laws, rules, and regulations relating to the Americans with Disabilities Act (ADA).
- Review and understand the District's collective bargaining agreements
- Maintain accurate records and files.



OVERALL PHYSICAL STRENGTH DEMANDS:

-Physical strength for this position is indicated below with "X"-					
Sedentary	Light	X	Medium	Heavy	Very Heavy
Exerting up to 10 lbs. occasionally or negligible weights frequently; sitting most of the time.	Exerting up to 20 lbs. occasionally, 10 lbs. frequently, or negligible amounts constantly OR requires walking or standing to a significant degree.		Exerting 20-50 lbs. occasionally, 10-25 lbs. frequently, or up to 10 lbs. constantly.	Exerting 50-100 lbs. occasionally, 10-25 lbs. frequently, or up to 10-20 lbs. constantly.	Exerting over 100 lbs. occasionally, 50-100 lbs. frequently, or up to 20-50 lbs. constantly.

PHYSICAL DEMANDS:

C	F	O	R	N
Continuously 2/3 or more of the time.	Frequently From 1/3 to 2/3 of the time.	Occasionally Up to 1/3 of the time.	Rarely Less than 1 hour per week.	Never Never occurs.

Note: This is intended as a description of the way the job is currently performed. It does not address the potential for accommodation.

-Physical Demand-	-Frequency-	-Brief Description-
Standing	O	Making presentations, observing work duties, communicating with co-workers
Sitting	O	Desk work, meetings
Walking	F	To other departments/offices
Lifting	O	Supplies, equipment, files
Carrying	O	Supplies, files
Pushing/Pulling	O	File drawers, tables and chairs
Reaching	O	For supplies, for files
Handling	F	Paperwork
Fine Dexterity	O	Computer keyboard, telephone keypad
Kneeling	O	Filing in lower drawers, retrieving items from lower shelves/ground
Crouching	R	Filing in lower drawers, retrieving items from lower shelves/ground
Crawling	N	
Bending	R	Filing in lower drawers, retrieving items from lower shelves/ground
Twisting	O	From computer to telephone
Climbing	R	Stairs
Balancing	N	
Vision	F	Reading, computer screen
Hearing	F	Communicating via telephone/radio, to co-workers/public
Talking	C	Communicating via telephone/radio, to co-workers/public
Foot Controls	N	
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Fax machine, copier, telephone, and computer and associated hardware and software.



ENVIRONMENTAL FACTORS:

C Continuously	F Frequently	O Occasionally	R Rarely	N Never
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D Daily	W Several Times Per Week	M Several Times Per Month	S Seasonally	N Never
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-Health and Safety Factors-	
Mechanical Hazards	N
Chemical Hazards	N
Electrical Hazards	N
Fire Hazards	N
Explosives	N
Communicable Diseases	R
Physical Danger or Abuse	R
Other (see 1 below)	N

-Environmental Factors-	
Respiratory Hazards	N
Extreme Temperatures	N
Noise and Vibration	N
Wetness/Humidity	N
Physical Hazards	N

(1) N/A

PROTECTIVE EQUIPMENT REQUIRED:

None

NON-PHYSICAL DEMANDS:

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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-Description of Non-Physical Demands-	-Frequency-
Time Pressure	F
Emergency Situation	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	F
Tedious or Exacting Work	O
Noisy/Distracting Environment	O
Other (see 2 below)	N

(2) N/A

PRIMARY WORK LOCATION:

Office Environment	X	Vehicle	
Warehouse		Outdoors	
Shop		Other (see 3 below)	
Recreation/Neighborhood Center			

(3)N/A

The above statements are intended to describe the general nature and level of work being performed by individuals assigned to this position. They are not intended to be an exhaustive list of all responsibilities, duties, and skills required. This description is subject to modification as the needs and requirements of the position change.