



Title: Customer Service Supervisor

FLSA Status: Exempt

BRIEF DESCRIPTION:

The purpose of this position is to supervise personnel and oversee customer service activities of the District. This is accomplished by supervising staff, performing administrative duties, providing customer service, financial reporting, 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	S	Performs supervisory and administrative duties by coordinating training for new personnel and enhancement training for current personnel; overseeing light duty operator and temporary employee assignments; resolving labor relations and employee issues; ensuring personnel provide transit customers with accurate bus and light rail information; monitoring customer service representative performance; counseling customer service representatives on results; maintaining records, overseeing operations at call center, sales service center, and the lost and found and photo identification area; receiving and reviewing photo identification requests from other agencies and departments; and creating work schedules.	70 %
2	S	Coordinates financial reporting by receiving and inputting revenue sales to produce reports, tracking payroll and timekeeping, and overseeing inventory and audit cash revenue.	10 %
3	S	Tracks and records customer service information by importing data into database, and tracking sales results and schedule adherence.	10 %
4	S	Provides field customer service by communicating with bus and light rail dispatchers regarding service issues and problems, and resolving customer complaints.	5 %
5	S	Prepares training documents by reviewing various transit and call center publications, issuing oral and written instructions to staff on schedule, fare, policy changes, etc.; updating staff and files with various document information, and preparing staff memos and related correspondence.	5 %



JOB REQUIREMENTS:

-Description of Minimum Job Requirements-	
Formal Education	<p>Work requires knowledge of a specific vocational, administrative, or technical nature which may be obtained with a two (2) year associate's degree, diploma or equivalent from an accredited college, technical, business, vocational, or correspondence school in Business, Management, or a related field. Appropriate certification may be awarded upon satisfactory completion of advanced study or training.</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 two (2) years of experience in customer service, including one (1) year of experience in a lead or supervisory capacity.
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 job by following established standard operating procedures and/or policies. There is a choice of the appropriate procedure or policy to apply to duties. 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	Intermediate - Ability to read papers, periodicals, journals, manuals, dictionaries, thesauruses, and encyclopedias. Ordinarily, such education is obtained in high school up to college. 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



<p>obtained in high school up to college. However, it may be obtained from experience and self-study.</p>
<p>Certification & Other Requirements</p>

KNOWLEDGE
<ul style="list-style-type: none"> • Principles and practices of customer service. • Principles of supervision and motivation theory. • Correct English usage and grammar. • Public relations methods.

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"> • Learn concepts of the current customer relations training program. • Learn department policies and procedures. • Learn department monitoring service operations. • Learn the District’s Passenger Service Report policy and procedures. • Learn the District’s collective bargaining agreements pertinent to assigned staff. • Analyze data. • Understand instructions; reason and make judgments. • Solve math problems and accurately calculate arithmetic problems. • Establish and maintain effective working relationships. • Maintain accurate records and files. • Prepare written correspondence and documentation relevant to the department. • Update department and staff on operation changes. • Deal with difficult people and customers. • Effectively present information and respond to questions from employees and customers.



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 Continuously 2/3 or more of the time.	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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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	F	Making presentations; observing work site; observing work duties; communicating with co-workers
Sitting	O	Desk work; meetings; driving
Walking	F	Around work site
Lifting	R	Supplies; equipment; files
Carrying	R	Supplies; equipment; files
Pushing/Pulling	O	File drawers; tables and chairs
Reaching	R	For supplies; for files
Handling	F	Paperwork; monies
Fine Dexterity	C	Computer keyboard; telephone keypad; calculator
Kneeling	R	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; getting inside vehicle
Climbing	R	Step stools
Balancing	R	On step stools
Vision	C	Reading; computer screen; driving; observing work site
Hearing	C	Communicating via telephone/radio; to co-workers/public
Talking	C	Communicating via telephone/radio; to co-workers/public
Foot Controls	R	Driving
Other (specified if applicable)		

MACHINES, TOOLS, EQUIPMENT, SOFTWARE, AND HARDWARE:

Calculator, Cisco phone and reporting system, photo ID equipment, digital camera, cash register, 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	N
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	R
Frequent Change of Tasks	F
Irregular Work Schedule/Overtime	O
Performing Multiple Tasks Simultaneously	O
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.